

Appendix 2: Safer West Mercia Plan 21-25 consultation responses

THE DRAFT SAFER WEST MERCIA PLAN CONSULTATION RESPONSES

RECEIVED VIA OPCC ONLINE SURVEY OR INBOX

PUTTING VICTIMS AND SURVIVORS FIRST	
No.	Response
1.	he is ace
2.	A welcome continuation of previous initiatives to improve the service provided
3.	Train your officers! Teach them how to do trauma-informed interviews, teach them evidence protocol and how to never give up in the pursuit of justice for a victim/survivor. Teach them to follow every line of enquiry and not to discriminate or bully victims!
4.	Biggest risk of death or serious harm in West Mercia has always been on the roads but lip service has always been paid to roads policing in preference to low level crime.
5.	Don't promise it deliver it
6.	Excellent to see the needs of victims put first - and especially references to road crash victims. Two points - do you have a victims working group? This would be great to set up. Second point - reference to cope and recover - many victims will not 'recover' and may find this terminology a bit uncomfortable - I'd recommend cope and rebuild instead. For example after road crash bereavement, families are never the same again - there is no recovering - there's a total starting over with a new life which is not the one planned.
7.	First you must understand the mentality of the perpetrator to be able to satisfy the demands of victims and survivors
8.	With respect, you do not place any KPI's against any aim. On where you are now and what is a reasonable achievable improvement target, You talk about "ensuring" and holding the Chief Constable to account, but you have set yourself no SMART targets. With respect, monitoring starts with you and your performance.
9.	Modern Slavery is everywhere but where is this mentioned in the plan, what partners are there or what are you going to do around developing those links. From this and your other plans you seem to focus on County Lines - should it not be MSHT, OIC and County Lines together. To be in line with many other forces should you not have an MSHT / exploitation team
10.	Yes, how about prevention rather than cure.? Getting enough police to do regular patrols, make criminals think twice.
11.	the full safety and protection including expert medical, psychological counseling help, relocation and use of a dedicated FEMALE officer to liaise with to give an up to date progression on their case and help with financial needs and not having to be put through the court system of giving evidence when their statements should suffice. Perpetrators should be given meaningful sentences with no remission and deported if foreign nationals to their birth country and all offenders have at least a 50 mile radius prevention order from where the offences took place .and on release be tagged for at least 5 years
12.	I will be writing to you to explain a recent incident in the village of Prees which in my opinion did not receive a fair decision from the police when they visited the victim

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13.	Exploitations is a particular concern. Whilst there has been significant work done in relation to children, I feel that we have only touched the surface with Adults. Clearly this is a complex area where I think more work to identify cases would be welcome. It is also important that the victims of such crime's are recognized as such and appropriate services are available to support them, not just deport or vilify them.
14.	It's a load of pointless waffle.
15.	Yes ..this is a (no brainier) why would this even be a question...what else and who else would "come first"
16.	Yes ..this is a (no brainier) why would this even be a question...what else and who else would "come first"
17.	Aspirational the realof implementation us always the issue
18.	Great believer in this but current resources don't allow for this to happen Police officers shifts, the fact they keep their own cases does not bode well for victims who have to fight to get updates and are often ignored
19.	Non
20.	It is the right order of things for too long the criminal has been the focus
21.	Yes
22.	Good. Make sure that it happens.
23.	No as long as every Officer adopts it.
24.	No it looks comprehensive
25.	No
26.	There are no KPI's or metrics published to say where you are today and where you will improve to tomorrow for example the CC will deliver sustained improvements in victims satisfaction- from what to what, by when. It would probably be better is the CC and PCC spent more time making sure there were no victims by stopping and preventing crime in the first place. How are you going to ensure victims have access to service you don't control- more detail needed on how and what this means 'Work with West Mercia Police and partner agencies to ensure victims have meaningful opportunity to inform and shape service provision'- what partner agencies? what is a meaningful opportunity? how are they measured and improved, how do the victims shape the service provision- are they binding? Again this is a lot of words that don't actually mean much and cant be measured 3. Deliver effective, early intervention and prevention for vulnerable people- no we all want this we want crime prevented and stopped vulnerable or not Play a lead role in bringing police, partners and the community together to more effectively prevent crime and repeat victimisation- which partners? , how?, when? what are the measurable KPI driven deliverables
27.	Quite right - has to be a bottom up approach to be effective
28.	You speak of the Criminal Justice system. For me that has to include appropriate sentencing that sits and fits well with the expectation of the general public. When this is achieved greater confidence will be shared with police by the public who will feel empowered and encouraged to interact with them, so reducing the oft held attitude of 'what's the point of reporting anything when justice system let's them off.'

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29.	This will be a positive step if it happens.
30.	I don't think there is anything that specifically says there is going to be a significant amount of increased funding for (i) PACT (ii) Neighbourhood Watch Schemes (iii) local councils to prosecute fly tippers; [one local authority (Redditch) has taken no enforcement action at all against fly tippers for at least five years]
31.	This is very important because victims feel as if they're unsupported
32.	Ensure you ask victims what they need to feel better/recover not presume their needs.
33.	I understand that minor crimes are not investigated but just given a Crime Reference Number (CRN) to give to the victims insurance company. Many of these victims of low level crimes are often vulnerable people. Does your "putting victims and survivors first" plan include these people or is it just for the more serious crimes? The police are already overstretched, but you want them to give victims regular updates. For low level crimes there will be no update. Have you thought of getting volunteers to update victims rather than police officers? It needs to be made clear what victims are being put first.
34.	44 pages of management speak and holding the chief constable to account.
35.	None.
36.	No
37.	I tried reading the plan but it is just 'mumbo jumbo' and full of babble to create an impression that things will change when we know they won't. From my experience, you do not put victims and survivors first.
38.	Ensure that victims of crime actually receive follow up. I have heard on numerous occasions that some victims of petty crime have received no follow up at all.
39.	No
40.	From an insiders point- Officers actually need to be updating victims. Lots of victims are getting SNT contact details to get updates that we just don't have access to, when they should of already had an update from the OIC.
41.	It's great to see this issue being adressed. It's good to have services put in place for victims and survivors but more needs to be done to educate people to stop it get this far in the first.
42.	Yes
43.	Ok
44.	Ok
45.	Ok
46.	Good
47.	Good
48.	300 plus on Axis counselling service waiting list Short term funding is welcomed but offers no security
49.	Police response to domestic abuse is varied depending on who you get Wpcs generally more understanding
50.	300 plus on Axis counselling service waiting list Short term funding is welcomed but offers no security

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51.	Yes
52.	Yes
53.	No
54.	No
55.	No
56.	no
57.	no
58.	no
59.	No
60.	No
61.	No
62.	No
63.	No
64.	Adult line service similar to childline
65.	Good
66.	Good
67.	No
68.	Good to do events
69.	No
70.	Better response to multiple reports to 101 calls especially when its shotgun related
71.	Prevention is key
72.	Support, but would also look to putting the victims of ASB at the forefront of 'putting victims first'. ASB affects almost 95% of the population of West Mercia and not always results in a crime being recorded. The Home Office guidance for ASB updated and issued in January 2021 focuses on putting victims first. This has not been recognized as a priority by West Mercia and therefore not promoted or shared with police officers
73.	I work in the OCC and we are constantly on an hourly basis pushed to make sure we get the phones answered within a certain time frame. However, we are good at getting our 'customers through the door' however after this our service is massively left wanting but some pretty shocking customer service - there are callers waiting a couple of weeks at times to see an officer and not getting an update on when they will see an officer as the OCC is shortstaffed and we are not using our systems in the correct manner to correct a culture of better customer service. Systems we had previously in place - a service hub - have not been continued when we moved to SAAB safe meaning we are not updating our callers and we have high numbers of staff off with stress.

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74.	This is a perfect vision and I agree. However, this is no doubt the vision and priority of every police officer and PCC within the country. To ensure that this vision succeeds, you will need to ensure that the police have the right infrastructure, working IT (lets be honest, the IT we have is VERY unreliable) thus making officers work difficult and to ensure that the vision is achieved.
75.	All victims should be put first. Having no officers attending burglary's or theft of victims tools and equipment is down right out of order. All I hear from the force is protecting vulnerable people. That job is for the social services and other supports agencies. As for catching criminals who steal people's property that they had to work hard for should be your priority. If these hard working people are not looked after and treated as victims they will suffer in the long run.
76.	It does not happen! Victims and survivors are discriminated against, retraumatised and get no justice. Disgraceful policing showing sheer incompetency in their job
77.	There should not be any victims & survivors if the Police did their job in preventing crime in the first place. Making this your top priority means that crime prevention and catching criminals is of lower priority. That is nonsense.
78.	Grimley Parish Councillors fully supported this section and had no amendments to make. This focus is very welcome and commendable.
79.	Severn Stoke and Croome d'Abitot Parish Cllrs feel that one example of a way to put victims first is to improve the way that crime can be reported. Photos of crime and/or information relating to a report of non urgent crime should be able to be submitted via email in the first instance, rather than 101, which is time consuming and often fruitless (residents often fail to get through).
80.	This is my priority survivors
81.	This is my key thing
82.	This for me
83.	I think the after care of victims is important, it's easy to forget that
84.	I think the after care of victims is important, it's easy to forget that
85.	This would be my priorit
86.	I think that is important as everything seems weighted towards the offender
87.	My priority
88.	I think that is important as everything seems weighted towards the offender
89.	Priority
90.	I think that is important as everything seems weighted towards the offender
91.	I think this is important as I think everything is weighted towards the offender
92.	I need more of a focus on the victims not perpetrators
93.	Yes this is important
94.	This is the most important
95.	This is definitely the priority for me, I thinks it's good that it's so high on PCCs agenda
96.	I think this is important

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97.	That is definitely the top priority, having moved to the area it's nice to know
98.	This is essential Criteria
99.	That would be my priority Victims aren't always heard
100.	Indeed
101.	Victims priority
102.	Victims a priority
103.	Yes
104.	This is my priority Its needed
105.	This is my priority
106.	This one
107.	I believe that you need to develop front line policing in domestic situation. The officers that go to the scene do not have the follow up time, due to demand on them to follow up correctly with CPS and deliver a quality service to victims. I STRONGLY believe civilian investigators could be bought in to progress investigations and provide better service delivery to survivors than the single uniformed officer running to every incident and not having the time to deal with a full interview and CPS case file for victims who deserve it; and by undercutting this, West Mercia is NOT delivering the best service to the public.
108.	No. I beleive the draft plan, covers it all.
109.	Every Police Officer signs up to put victims and the public first but West Mercia seems to have lost its way in putting its staff and those associated to West Mercia Police first..... we serve our public to the best of our ability but we have to have the tools and equipment to conduct that and very often we are left wanting....
110.	It goes without saying that the first duty of any police force is the prevention and detection of crime.
111.	Good Plan
112.	your plan will be ignored by the police service and things will not change. the 101 operators need full and proper training as when you call them they have no knowledge of legislation and your hopes and whims will just blow away with the wind. WE WILL HAVE TO TAKE MATTERS INTO OUR OWN HANDS AND HAVE TO PROVIDE OUR OWN SECURITY AND SAFETY. YOUR STAFF PAID BY US JUST WILL NOT ACT WHEN IT IS BLAINTLY OBVIOUS AND RIGHT IN FRONT OF THEIR EYES. ALL YOU GET FROM THEM ARE ????? AND MORE QUESATIONS. WE ARE NOT SAFE. WE HAVE TO RELY ON INDEPENDENT WITNESSS. DO YOU HAVE ONE KEPT INSIDE YOUR HOME. YOU EXPECT US TO PRODUCE ONE WHEN THE PUBLIC ROAD IS 1/2 MILE AWAY. You John Campion are well aware that rural policing and knowledge of legislation is a matter that your staff need training, as its your responsibility to train your staff and you have access to £ millions to provide it. You cannot blame anybody else and you are not providing a service that is fit for purpose.
113.	Well where can I start speeding cars on country lanes causing crashes killing people making victims causing unfair distress to families and friends

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114.	Yes When I rang 999 last year because a Vile neighbour was continually threatening me , no one turned up, I was advised to stay up during the night incase someone became free to come to my home. No one came. When I eventually got to speak to an Officer after my neighbour had threatened to "KICK THE FUCKING SHITE OUT OF ME ONE DARK NIGHT" had told me to get my fucking dog and my fucking Wife on a lead, had shouted at me in the dark from his bedroom window to Stop my dog pissing, you degenerate now get back in your fucking hole, and when he was washing his car shouted to his partner that he was washing away the stench, the response from the Sergeant at Ludlow Police Station was this was a "dispute between neighbours" and there was no further action to my Crime Complaint. After I was forced to leave my home and move to another location, he commenced his harrassment towards another 70 years old neighbour telling her "I TOLD LIES TO GET THEM EVICTED AND I'M GOING TO DO THE SAME TO YOU " There has been no action against this person, inefectual response from Inpestor down through the ranks to PCO's, the response from the Sergeant who eventually visited my home with his Inspector was "WE JUST HAVEN'T GOT THE BODIES". Putting victims and survivors first, you Mr Campion, are having a laugh. 1 seventy year old diabetic with heart problem, 1 69 yrs old epileptic. Thanks for nothing.
115.	This is such an obvious priority that I cannot imagine any other category having a higher priority.
116.	Yes I do, I like many others with a number in the Press feel let down on a large number of Drivers abusing the Laws relating to the following issues seen on a daily basis: First the amount of Drivers Driving along Footpaths which is Dangerous to the Disabled and toddlers alike, I have reported some to no avail. Riding bikes at speed along Footpaths again Dangerous as above, nothing done as usual. Obstruction of Footpaths by Parking on them, again a waste reporting them until after the fact when someone gets Smacked. E-Scooters being used around Malvern and maybe in general, have reported Two with nothing done so a waste of time until one gets hit by a Vehicle, then maybe to late. Speeding a major issue everywhere, Police use the same places so locals know this and just slow down and speed up again, Speeding Kills. Boy Racers who create Noise by switching Exhausts, Malvern Police say they are not trained although an Offence to make Vehicles Louder than first produced, no one gets Prosecuted. So Many Offences not being sorted and Prosecuted, None Legal Number Plates not dealt with either, sad but true.
117.	Wildlife Crime needs to be seen as a serious issue. Its often linked to other rural crime such as agricultural theft. Animal cruelty is known to be linked to child abuse.
118.	Only that it needs to happen in reality. Listen to the public, challenge the status quo, remove the autonomy from those communities who have/had a foothold in Telford and demonstrate transparency of practice for all.
119.	I agree with this but you cannot achieve this without an investment in Staff to provide all the functions to support the frontline police officers
120.	With the help of victim support!
121.	It is a good plan. The emphasis must be on communication with the victims and follow up. Rural communities have the least attention and they should have more support - visibly and actively.
122.	In depth covers all areas of concern.
123.	what else have the police been doing if not this for the last century?
124.	Absolutely rubbish don't believe a word of it ...

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125.	Reporting crime in the first place is very hard. Can't get through on phone and online system is not great. Not enough officers to investigate crime means victims are not always put first as they do not get justice. A very sound principle but needs to actually happen
126.	Dealing with victims at all levels requires attention. This ranges from a simple regular contact offered by community support officers to specialist teams. West Mercia does the latter well but really need to use the Community support officers correctly.
127.	Recent events around Wayne Couzens have made me wonder if his wife and family are considered as 'victims and survivors'? Although this could be considered as controversial, I think the innocent bystanders of perpetrators deserve some support, too. I do not have any experience of being a victim, but heard Baroness Newlove explain how compiling and reading a victim statement is part of the closure process.
128.	Given your track record on dealing with victims which in my own instance was appalling, I have no confidence that West Mercia Police will change
129.	You don't say how you will deal with anti social behaviour at a lower level or any improvements to 101 which is STILL not working for the people. .
130.	Same old political speak.
131.	Clearly you are not as you are proposing cutting hours at police station counters dramatically Leaving many vulnerable, elderly, and foreign speaking people at risk And those fleeing a situation can't access police at police station as no intercom and opening hours reduced
132.	Victims should automatically be referred to support services at the point of reporting a crime. This way if any investigation is fruitless, although disappointing they will have received a positive outcome by receiving support from the off from victim support. Often a victim will decline the support after being told their investigation has closed or not enough evidence to continue which may seem like the police aren't interested and the victim not report in future
133.	I think the plan is naive, pleasing only those who have not accessed CJS It's unrealistic to plan to recover from step one. I think there needs to be challenge around access to counselling that isn't pre-trial And also V/S should be able to opt to receive support from services they chose, not ones that they are pushed towards (axis/branch) just because they're the ones funded by PCC
134.	In south Shropshire there isn't enough officer to put victims first. They are not given the time they deserve IF they are seen. South Shropshire often runs with 1 officer per shift and running with numerous vacancies on snt.
135.	You need to concentrate on the real victims... burglaries need maximum 3hour response time not 3 days, we need more officers for this. Assault victims dealt with in a timely fashion, again more officers needed. Children being bullied at school, this follows them home onto social media etc, get the school pscs better educated to deal and nip it in the bud ASAP, schools are not dealing. Not enough officers. Domestic violence victims (true victims), get them the support they need... educate and get social services doing the job they are paid for.... Shoplifters, repeat offenders they make victims of us all daily, come down harsh on them, Drug dealers, ditto the above, Get the officers out of offices and back on the streets or in roles where only officers can deal, stop allowing them to do civilian jobs due to medical grounds it's a waste of money. That money could help your cause to putting victims and survivors first. Said without malice

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136.	The Courts need to have the same view point. At the most critical part of the criminal justice system, a victim/survivor can be massively let down by cases being adjourned even on the day of trial. The impact this has is huge and can result in victims/survivors unable to face the trial once a new date is set- which can be in another 12 months time. It puts all the hard work to waste at the most critical Stage.
137.	To do this I'm assuming you will invest in your officers. As Richard Brandon would say "look after your staff and they will look after your customers"
138.	This is commendable. How will this work in reality. What support will be offered and by whom?
139.	Yes. My son was assaulted. He has had no support we were offered and nothing came of it. From the victim support and his school. As he is only 15
140.	Same old speak.You have been saying this for years,but very little action.
141.	Putting victims first is very important. However enabling officers to have to tools and resources to prevent people from becoming victims is the best way to help victims
142.	It should be written with less words and clear targets
143.	Some good points however maybe your Missing the basics
144.	A visit with enquiries at the scene cannot be under estimated, both in terms of any investigation and victim reassurance.
145.	This needs to be reflected throughout the criminal justice system - suspects who are arrested get free legal advice, looked after in custody, get to see a doctor if required etc. they get a better service than the victim. the courts do not look after victims either. Work loads also need to be reduced to give officers more chance of providing a better service to victims
146.	No sounds like a good proposal
147.	Excellent idea.
148.	Agree that better support is needed but we need more people to achieve this so as per my next answer divert your salary to a better cause
149.	Modern Slavery and Organised Immigration Crime is not mentioned and is not considered by officers. The VAL is not an effective tool when attempting to combat MSHT.
150.	I can't find any reference to people with disabilities especially those with learning disabilities or autism who sometimes get caught up in the Criminal Justice System. See https://www.rcpsych.ac.uk/docs/default-source/improving-care/ccqi/quality-networks/prison-quality-network-prison/past-pqn-events/pqn-15-march-2018/prisons-people-with-learning-disabilities-jenny-talbot.pdf?sfvrsn=a5fba64f_2 and https://www.mentalhealth.org.uk/sites/default/files/criminal-justice-system.pdf and http://www.prisonreformtrust.org.uk/WhatWeDo/ProjectsResearch/Learningdisabilitiesanddifficulties
151.	I agree with this.
152.	I agree with this.
153.	That should always be the case, no question.

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154.	I'd like to see the resources in place to prevent crime in a proactive manner rather than dealing with the repercussions of crime. Decent resources would suggest reduced crime and in turn reduced victims and survivors. Maybe you should've not cut the resources in your first term as PCC.
155.	From my recent background of being assaulted the first place to look at making improvements for victims is in the Control Room where the staff's decisions provide little such concern for a victim and will defer an Officers attendance if you are able to limp home. In my case an Officers attendance was delayed until a month later by when my assailant presented cleaned up and easily escaped justice, leaving him emboldened toward any future victim. I certainly didn't feel my needs were put first or that my Victim Rights were considered. Conversely, I found the Victim Support department working and already adequate providing the most positively helpful area of my contact with the Force manned by staff with great empathy and providing helpful guidance; had I been in need of psychological support I could see there was a route to find it.
156.	Putting victims and survivors first, both in terms of listening to them and believing them when they report a crime, and in terms of providing prevention and support services, is absolutely the right priority.
157.	See final comments
158.	Victim Support - We welcome the increased emphasis on support for those who are victims of crime, including, in particular, increased funding for services directed at the vulnerable, work with young people and the development of the Victim Advice Line. It is especially important that victims are treated as individuals and not as subjects to be processed and we are very pleased that the plan gives explicit recognition to this need.

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BUILDING A MORE SECURE WEST MERCIA	
No.	Response
159.	Kick out the narcissistic bullies, the corruption, the officers guilty of crimes at home
160.	Invest more in roads policing. The force is a national joke with regards to this. Considering the former Chief was the NPCC lead, why does it have the worst roads policing training and presence.
161.	Increase the numbers of Police Officers on the beat not just csos driving around in cars
162.	Please publish quarterly statistics in relation to road crime/traffic offences - it is not right that this is not done, and is a classic example of road crime not being treated as real crime. Focusing on reduction of KSI is very difficult - a better target would be increase of enforcement. Statement around looking into what causes death and serious injury on the roads is clumsy - and slightly offensive - dangerous drivers cause this, and that is clear. As a bereaved victim, this sentence is very uncomfortable for me. Please create a road crime team this has been hugely effective in London. I strongly suggest you look at the joint PCC manifesto by RoadPeace and Action Vision Zero and speak to and work with Action Vision Zero (Amy Aeron Thomas and Jeremy Leech) - they truly know what they are talking about.
163.	Officers, officers, officers, more feet on the ground will solve the issues of building a more secure West Mercia almost overnight!
164.	Building a more secure West Mercia is about working with the community and listening to the community. It involves supporting our Officers and you being part of the team, accepting your responsibility in improving, not stepping one pace back.
165.	This is bread and butter policing and the officers of West Mercia are great at doing this - but more needs to be identified on how to combat this
166.	Again more police on the street rather than in meetings or after care, or driving around in cars, engage with communities and use local knowledge.
167.	Reduce the excessive harm associated with West Mercia's road - Speeding on the narrow lanes of Shropshire represents a major hazard both to people and animals, in my lane alone 2 dogs have been killed and numerous near misses to humans from certain irresponsible locals - I propose a blanket 20mph limit on all roads less than a certain (to be determined) width
168.	obviously a greater need for officers on the ground, pcsos to be more active around schools and community events, which can give a more approachable appearance to officers
169.	It's vague to the point of worthlessness.
170.	Yes, we should always be aiming to focus on improvement both in and for our community this should go without sayingagain this in my opinion should be an on going thing we all need to be doing the best we can
171.	Yes, we should always be aiming to focus on improvement both in and for our community this should go without sayingagain this in my opinion should be an on going thing we all need to be doing the best we can
172.	No
173.	More police officers in Rural areas

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174.	More police and community support officers on their feet or on bikes creating a visible force and not cruising in cars.
175.	Nope
176.	The public must be able to report crime quickly, otherwise the intelligence is useless.
177.	Speeding a big issue but everywhere, also Driving on Footpaths, also the Police should enforce all Laws not pick the ones they like to, those Laws are Worthless if not.
178.	No it looks comprehensive
179.	It will only happen if sufficient resource is allocated.
180.	Again through out the section what are the deliverables which are meaningful, measurable with targets set to improve by given dates and a responsible person named to deliver it. Other wise its just words in a power point presentation
181.	An important priority; effective communities are those which feel secure
182.	Greater public profile policing. Boots on the ground.
183.	As a retired Senior Service Police Officer I have worked with many forces around the world and remain firmly of the opinion that 'the bobby on the beat' is the first line of intelligence. That is to say that when something happens he/she will have a pretty good idea who is responsible and if they don't then they will know somebody who does! In my opinion, taking officers off the streets and putting them in what was then known as 'panda cars', was the worst decision ever; doubtless driven at the time by the number crunchers!
184.	I don't think there is anything that specifically says there is going to be a significant amount of increased funding for (i) PACT (ii) Neighbourhood Watch Schemes (iii) local councils to prosecute fly tippers; [one local authority (Redditch) has taken no enforcement action at all against fly tippers for at least five years]
185.	Required because we don't feel safe. Abh these days and gun crimes don't warrant a visit on a 999 call!
186.	Please keep arguing for preventative support in relation to poverty and reasons for crime.
187.	The police service is a crime reaction service rather than a crime prevention service. This is mainly due to the lack of front line police officers. Communities need police officers to be visible on the streets and approachable, they need to interact with the people they serve and get to know them and the area they patrol. With this type of policing, they get to know who is likely to be carrying out crimes, get information on crime, and by being visible and knowing the issues can prevent a lot of low level crime, thus perhaps stopping those carrying it out from committing more serious crimes. This is old style policing and I know we cannot get back to that, but t would be good to see a police car drive u to an area and for the officers to get out of the car and have a wander around and a chat with locals. This would help to build confidence in the police.
188.	None.
189.	No
190.	Action speaks louder than words. You need to get your own house in order first to give the public confidence in those elected to police by consent, and you also need to tackle corruption in local politics.

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191.	We need more police. Mr Campion has stated there are 400 more police in West Mercia than when he started in 2016 - are these just police who were cut before this so we're actually just at the same numbers? In the town centre in Shrewsbury there are the very bare minimum in terms of police numbers and officers therefore struggle to respond. The loss of the town centre police station in Shrewsbury is also been a huge blow. I'm told that this is due to leadership not wishing to spend additional money on local bases. I have expended a lot of effort trying to find low cost space for police to use with Team Shrewsbury partners but suggestions do not progress. We have received comments from businesses saying that known petty criminals in the town centre are making comments along the lines of 'well we know there's no one in the town centre now so we'll do what we like'. There has also been a huge increase in rough sleeping in the town centre, drug taking and dealing in the streets, anti social behaviour and left belongings. Now the town centre police station is no longer there it's much more difficult for police to remove items for temporary storage so we're seeing litter and left belongings sometimes piled high in doorways. I can't emphasise enough how key having a Shrewsbury town centre station is to the security of the town. Additionally we are very concerned about the always looming threat of losing manned CCTV for the town. The CCTV team are a vital source of information for the police in the town centre and I often hear CCTV, police and businesses working together through the town radio to identify and track offenders.
192.	It does not explain what KSIs are, it assumes that we know this.
193.	A lot of things that should be visited in person go to LIM the phone team and I don't feel this gives the impression we care about the issue the victim has reported.
194.	I would like to see a greater police present and have the option to go and talk to my local police station if needed not have to phone or got a city or bigger area as i live in a small town.
195.	yes
196.	Nothing to add
197.	Nothing to add
198.	Nothing to add
199.	Ok
200.	Ok
201.	No
202.	no
203.	No
204.	yes
205.	yes
206.	Police visibility in Shrewsbury is good keep it up
207.	police visibility in market Drayton needs to be improved
208.	police visibility in market Drayton needs to be improved

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209.	more officers on the beat
210.	no
211.	glad to see road safety on there
212.	Don't agree that John should take on fire governance
213.	Speeding on rural roads
214.	Don't agree that John should take on fire governance
215.	Judge and majestrates should be exposing stronger sentences
216.	No
217.	no
218.	No
219.	Good
220.	Good
221.	no
222.	Excellent police service in Shrewsbury especially at night
223.	No
224.	Glad more police officers
225.	no
226.	Support. But not to the detriment of rural communities - in particular those in Herefordshire who has been the poor relation of West Mercia for a long time with most funding focused on the other policing areas.
227.	Let's get our ICT in order - we are dealing with faults in our i.t infrastructure on a daily basis - its not good enough and its dangerous
228.	This has been ongoing and stated for many years by chief officers. Decades in fact! You cant build a secure policing area with poor policing resources, low numbers of staff (happy to prove to you there are regardless of stating there are 400 more).
229.	Well having seen the latest press releases on the systems failing at west Mercia the public clearly have no hope. From speaking to officers a number of new computer systems have been introduced that has made their job much much harder , so this building a secure west Mercia is a false statement.
230.	It's all words, no actions, the force is corrupt, full of bullies and lazy officers
231.	About time. This should be your top priority.
232.	Grimley Parish Councillors fully supported this section and had no amendments or comments to make.
233.	Severn Stoke and Croome d'Abitot Parish Cllrs had no comment to make and support this section.
234.	This was their priority reducing crime
235.	Reducing crime main priority
236.	feel this is important

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237.	feel this is important
238.	Less crime less victims
239.	High priority reducing crime
240.	I have a real concern about exploitation
241.	Yes this is a priority
242.	This one please
243.	This one please
244.	This for sure
245.	Less crime
246.	Reducing crime
247.	This one
248.	Reducing crime Fish hill
249.	Reduce asb and sort FISH hill
250.	This one too
251.	This for sure
252.	This is key for us
253.	My priority
254.	My priority
255.	Reducing crime
256.	More officers
257.	This is important to ue S
258.	This one for me is key
259.	Reducing crime
260.	Reducing crime
261.	Reducing crime
262.	This is important
263.	I agree
264.	Road safety
265.	Road safety
266.	This covers a lot of the other problems, get that right and you've cracked it
267.	More officers
268.	This is important to me

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269.	More officers
270.	This is the one for me
271.	This is the one that covers most things
272.	I don't believe that without more front line officers and an enquiry team West Mercia will never get more secure.
273.	I feel there is a lack of engagement from the Police with local communities. One rarely sees a local officer, let alone have personal contact. I'm not aware that the NHW alert system is back in place, which was an important source of information and trends from the Police. If your Officers aren't engaging with the public, it surely reduces the amount of information and intelligence received from the public. As for your strategy on roads Policing, it doesn't seem to be working for many of our roads, including the A422. As a local Councillor, I am aware of much dissatisfaction concerning that particular stretch of road. All of the engineering works that can be done, have surely been done. Throwing more money at engineering works, won't I feel, solve the problem. Police enforcement, on a regular basis, has to be the answer, but there seems a reluctance to do so.
274.	Again, it goes without saying that the first duty of any police force is the prevention and detection of crime. There does need to be a recognition that the police cannot do this on their own, and in many cases do not control the causes of crime or criminality. Other agencies have withdrawn from Crime and community safety partnerships, and worse have sought to shift their responsibilities onto the police. Local authorities and the health service have been the biggest offenders in this regard.
275.	More focus direct on Knife crime not just a Public Health approach
276.	your plan will be ignored by the police service and things will not change. the 101 operators need full and proper training as when you call them they have no knowledge of legislation and your hopes and whims will just blow away with the wind. WE WILL HAVE TO TAKE MATTERS INTO OUR OWN HANDS AND HAVE TO PROVIDE OUR OWN SECURITY AND SAFETY. YOUR STAFF PAID BY US JUST WILL NOT ACT WHEN IT IS BLAINTLY OBVIOUS AND RIGHT IN FRONT OF THEIR EYES. ALL YOU GET FROM THEM ARE ?????? AND MORE QUESATIONS. WE ARE NOT SAFE. WE HAVE TO RELY ON INDEPENDENT WITNESSESS. DO YOU HAVE ONE KEPT INSIDE YOUR HOME. YOU EXPECT US TO PRODUCE ONE WHEN THE PUBLIC ROAD IS 1/2 MILE AWAY. You John Campion are well aware that rural policing and knowledge of legislation is a matter that your staff need training, as its your responsibility to train your staff and you have access to £ millions to provide it. You cannot blame anybody else and you are not providing a service that is fit for purpose.
277.	I think in the rural and medium-sized towns as a lot of drug abuse a lot of people also driving around and insured and taxed vehicles I need to see more of the Bobby on the beat even police car parked up the guitar centre would be terribly I would say one of these speeding roads where the motorcyclist insist on doing 150 mph
278.	I have many comments, but know that you just pay lip service and have a desire for good publicity, so no, I do not as I believe West Mercia Police are never to be relied upon and I would not call them if I was being stabbed to death.
279.	There is much work to be done. We have been victims of crime including a personal attack (abh) and on not 1 occasion after calling 999 did an officer come to our aid! This is not acceptable. The criminals are aware that our police force is stretched and are clearly taking advantage destroying the publics confidence in the West Mercia Police Force.
280.	No

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281.	My issues as seen, very seldom see Officers on foot and just a few Police Vehicles, this makes people feel more secure in itself.
282.	I don't feel safe. Security comes from knowing officers are at hand when we need them. Get officers in places where crime takes place.
283.	Yes keep frontline policing where it should be, all West Mercia Police Officers should work out on shifts or in safer neighbourhood teams, Police Officers shouldn't be carrying jobs that can be completed by Police Staff at half the cost of a police officer
284.	No
285.	No confidence in West Mercia. I worked for almost 2 decades for West Mercia and have seen it deteriorate considerably
286.	The Rural Crime strategy needs more focus. There may be more police officers now but there are fewer visible PC's or PCSO's patrolling and an increase in anti-social behaviour which leads to worse crimes.
287.	No comments to add
288.	This can not be done without proper funding of all aspects of the CJS and to pretend otherwise is demonstrably false. If the police and other agencies do not get the proper resources you are lying to say that we can build a more secure force.
289.	Yes act in the intel given and don't 'file' away the incidents without investigating them.
290.	No
291.	More public contact, local officers in the community talking to residents and businesses is low level but key to building a safer West Mercia. Just last week I saw two community support officers in a town, double crewed in a marked police vehicle they drove round the town 3 times in 20 minutes.. that does not build confidence. Had they got out and walked through the town, spoken to residents it would help build the community spirit. Instead people made comments of they are pretending to be police and thus has a negative effect. If they need to drive around give them vehicles marked as Community Support. More people will engage with them.
205	I think partnership working is important in this aspect. I believe holiday clubs, youth clubs, etc where PCSO's could build relationships could contribute to this target.
206	You should engage with your public rather than making your only contact with respectable older people one of aggression and lying. I speak from experience!
208	Improve 101.
209	Same old political speak
210	You are not It will only be secure for those who can use internet Very Unpersonalble Policing via computers is bad
213	The only way you can build a more secure west Mercia is to have more police officers on the ground engaging with the community. As nice and cheap Police community Support Officers are they do not secure people's homes, property or offenders. The public want Police officers to be available as and when required and this cannot be achieved with civilian staff sitting in back office roles who are then unable to be "drafted in" should there be a requirement for resilience in the community. Again, they are nice and cheap but do not have warranted powers to make the difference to peoples security

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215	There needs to be an increase in response time - and officers available to respond. There also needs to be officers that are dedicated to working with victims of sexual crime/ DV/or with MH conditions - not victims faced with patronising pavement pounders who "want to catch the baddies" but forget about the victims.
216	Having sufficient officers to deal with crime would be a start. Dealing with DV offenders more robustly and in a timely manner and not leaving victims on RMPs waiting for help after being a repeat victim
217	By following suggestion 1... Also by getting a better system within your command & control room, we know it's new but it's not working
218	A more secure west Mercia is a strong work force. More officers and staff are needed, who are resilient and committed to the role longer term. The policing degree is seen as a good way to get a degree without building up debt, and once completed there is no obligation for those officers to remain in post and many will leave for alternative careers.
219	Be honest about what the police can actually deal with, they can't not be the answer to everyone's troubles. Policing has to be about preventing crime as this will reduce the impact on victims and reduce the amount of survivors. Prevention is better and cheaper than the cure. We need to see highly visible Police Officers NOT PCSO's
222	Does this simply mean more officers on the beat or other initiatives being utilised? If so what?
223	We need more police on the street. You need to give them the protection they deserve. As their hands are tied and they can't do much.
224	Yet again same old speak,very little action.Never see Police officers,CSO's out of their station.Better recruitment and less political correctness,would get the right people for the role.
225	Enable officers to have adequate numbers and vehicles to patrol crime hotshots
226	Far too much aspiration and far too little detail
228	More call handlers twice recently I have attempted to call west Mercia police to be played long periods on on hold messages.
229	More proactive foot patrols at revant times.
230	To be more secure, West Mercia needs more frontline police and specialist officers that are able to be on the streets - in West Mercia, frontline officers are expected to manage investigation, build case files, interview suspects etc. all things that in other forces are not done by responders, and West Mercia are doing it with IT systems which were not designed with frontline workers in mind.
231	Let's empower police to not be afraid of doing their job and ensure they are not unfairly criticised especially by their own superiors.
232	Greater Police accessibility and visibility.
233	How about you abolishing your office and re diverting the resources to more officers
235	SOC needs to focus on the victims - children are always arrested for drug offences when it comes to County Line - they are not willing in most cases and how can they not be exploited!! West Mercia needs to consider MSHT. Roads policing are never seen, where are the roadside stops and visible speed enforcement.
236	Disability Hate Crime doesn't appear in the draft plan? https://www.cps.gov.uk/legal-guidance/disability-hate-crime-and-other-crimes-against-disabled-people-prosecution-guidance Working with families and the appointment of specialist disability liaison officers to work with families may be useful.

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239	No
240	No
241	The PCC took away the team that covered Shrewsbury Town Centre and now there are less uniformed officers on response than ever. Recruit patrol officers so that people are not waiting hours or in some cases days for a police officer to attend their address. The front line of West Mercia Police is falling apart.
242	Give the money to people who understand how policing works and what is necessary for officers to be a presence and create a secure environment. Stop wasting money on contrived ideas and re-open stations and rebuild officer numbers.
244	Criminal intent isn't the only risk to the community, the common disregard of the Highway Code must be the most widespread danger the community faces, which makes it difficult to have confidence in society's decision makers and enforcers, people that live amongst us and must share the same everyday experience and near misses from today's appalling driving standards but without any apparent response. Where once a Traffic Officers presence would deter careless driving and non-conformance with motoring regulations, their absence now allows too much latitude. Danger presents from poor compliance with white lines; corners are cut as if drivers have insufficient strength to make a radius turn. Hardly a day passes without driving through a roundabout to find an approaching driver failing to reduce their speed. Careless drivers in country lanes make minor routes equally hazardous. The proliferation of vehicles with vehicles with blinding lights, illegal number plates and noisy back firing exhausts demonstrate motorists disregard for compliance, which only the restoration of levels of Officers dedicated to improving road safety can address. Utilising spot fines to help fund road safety policing would lead to a safer road environment.
245	Building a more secure West Mercia includes the aim of improving responses and outcomes around domestic abuse and sexual violence and we fully support this as one of the main aims. However, out of the five actions for which the PCC is undertaking responsibility, all but the first refer only to domestic abuse (pp20-21). Sexual violence is much wider than that which takes place in a domestic setting or sexual partnership, but includes public sexual harassment and sexual violence of all kinds outside the home, including within police forces as has recently come to light. The fifth aim references a 'local violence against women and girls strategy' but it is unclear what is included in this strategy. Will this explicitly include domestic abuse AND sexual violence, and will it recognise the importance of misogyny in the cultural and structural institutions of society, including in the police? In Herefordshire, the local Community Safety Partnership has a well developed domestic abuse strategy but has only recently begun to consider a sexual violence strategy. Herefordshire Women's Equality Group has developed a framework for the sexual violence strategy and is working in partnership with CSP in the production of the strategy. We would like to work as partners with the West Mercia PCC on the local violence against women and girls strategy, and will send a copy of our sexual violence framework to the PCC's office.
246	See final comments
247	Road Safety - As the plan notes, there has recently been a sadly high incidence of death on the area's roads and we welcome the proposals to address the harm caused by dangerous driving and to double the number of Community Speed Watch groups in West Mercia.

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248	There's no mention of fraud and internet crime Why? It's particularly relevant to vulnerable people. who in other respects have a welcome high profile. It is also unsettling to all residents, and getting worse.
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REFORMING WEST MERCIA	
No.	Response
292.	This process is taking too long, staff continue to make the best of antiquated systems that are not fit for purpose. Officers are continually developing 'solutions' to overcome the numerous inadequacies of the current inadequate IT systems
293.	Full investigation into police corruption
294.	How many reforms do you want to make, every year it changes and the wheel gets reinvented. Invest in training and resourcing the greatest risks, i.e. on the roads!!
295.	The Tory Government slashed the amount of officers on the beat causing hundreds of Police Stations to close
296.	Sort out 101 - it's terribly inefficient and takes so long to report anything - I know of people put off from making reports.
297.	Target budget and resources, it cannot be right West Mercia have almost the same number of civilian staff as police officers....
298.	I have met and worked with many fine officers who are a credit to themselves and the force, but please do not state that you are employing 400 more officers than when you came to office in 2016. We know that overall the total number of officers has fallen since 2010.
299.	There needs to be more clear direction on what the money is to be sent on, i.e IT / Vehicles but also how this will be monitored. How will you actually keep the Chief to account - it's all words but no clear deliverables
300.	I agree with it, if it's done correctly rather than pointless spin and a publicity exercise to keep overpaid bureaucrats in the luxury they're used to.
301.	It's too vague to be meaningful.
302.	Yes if there is a need to do so I think the powers that be should easily ascertain what the needs are and deal with them as required that is why you have been trained over the years to do just that, the public depend on your expertise to work with optimum effect to help keep us safe in this ever changing environment
303.	Yes if there is a need to do so I think the powers that be should easily ascertain what the needs are and deal with them as required that is why you have been trained over the years to do just that, the public depend on your expertise to work with optimum effect to help keep us safe in this ever changing environment
304.	No
305.	More ambassadors in Rural areas
306.	Don't know enough about that aspect of the force to comment
307.	No
308.	Make sure that it happens.
309.	Some things at present are Not dealt with in a Robust Many which lead to others doing the same and wasting Police time on Repeated Issues.
310.	No it looks comprehensive
311.	No

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312.	Again- how much more will be spent on front line policing by when and how is it measured? Challenge West Mercia Police to identify opportunities for improvements to effectiveness and efficiency- where is the improvement plan by item with dates and the benefits that can be monitored by all? Ensuring West Mercia Police produce, deliver and keeps under review a long term digital strategy for the force, which complements its vision and values what strategy- when will it be published and what are the measurable deliverables?
313.	Not sure why reform is needed have read the report so no further comment. Doing a good job already? Priority should be more government funding!!
314.	Greater use of technology to manage the massive increase in administration and paperwork. BWV has been a revolution, more support is needed.
315.	No.
316.	I don't think there is anything that specifically says there is going to be a significant amount of increased funding for (i) PACT (ii) Neighbourhood Watch Schemes (iii) local councils to prosecute fly tippers; [one local authority (Redditch) has taken no enforcement action at all against fly tippers for at least five years]
317.	Long overdue
318.	Yes-The last major reforming was with Warwickshire which we were told would bring efficiency and savings. What was the cost of the divorce to West Mercia residents? Why did it fail -there are usually 2 sides to a divorce!
319.	I consider you should asking central government for more money for the police service rather than expecting them to reduce the service through ambitious savings. This spells cuts to me, but whilst we want a service that is cost effective we want them to be a service to our communities. Much time is spent on paperwork and processing the those arrested, you should be looking for ways to cut down the time spent processing prisoners by new technology and reducing the paperwork necessary for a conviction.
320.	None
321.	You talk about 'A value for money approach' but I rarely ever see Community Support Officers (PCSO's) on the beat out talking with the community and engaging youngsters. The only time I ever see PCSO's is doubled up in cars. A PCSO is on a lot more than a student officer yet they have next to no powers and the community know this. As a member of the public although PCSO's will be lovely nice people I want to see police officers on the beats engaging and challenging crime and ASB. I personally do not feel the PCSO role is 'A value for money approach' reform or the way forward.
322.	I assume you mean 'west mercia police' because I think King Alfred did a pretty good job sorting out Mercia in the 9th Century. Less rhetoric and more action please, put some boots on the ground and stop fobbing the public off. Deal with things the right way, the first time.
323.	We need more police.
324.	No
325.	More staff needed, that's obvious. However one comment I hear and do feel a lot myself is lots of PCSO'S would like to move up to PC but are unable to apply as they don't have the level 3 or UCAS point. Previously West Mercia have let you complete 2 years as a PCSO and that is enough experience to join as PC. But this has been removed. Changing this would give you more officers- quickly. The figures reported of how many have been employed are not a true reflection as they do not show how many have left the force or retired.

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326.	No
327.	yes
328.	Nothing to add
329.	Nothing to add
330.	Nothing to add
331.	Police station gone from Newport
332.	Police station gone from Newport
333.	No
334.	no
335.	No
336.	yes
337.	yes
338.	No
339.	no
340.	no
341.	no
342.	no
343.	No
344.	No
345.	no
346.	No
347.	Good officer visibility in Whitchurch
348.	Good
349.	no
350.	No
351.	no
352.	Where is the new police station for Hereford - promised for over 45 years!
353.	From our side of the public contact and demand we see a critical level of officers in the most important area of policing - response. The numbers on the response teams are dangerously low. Response officers have been taken to other departments and not replaced? Why is there such an appetite for officers to get off response? because they unmanageable workloads. We have previously had for example burglary teams - we no longer have these and often where as we used to have to respond to burglary dwellings within an hour - now these poor people who have had the homes violated are often waiting up to a week to see an officer? this is unacceptable

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354.	You can't 'reform' a police force. Basic policing skills is what is required alongside officers out and about in the communities. Targeting hard hit areas, problem solving with officers out and engaging. No experience in a majority of the response policing and no senior officers to support. If you want to reform west mercia, sort the IT out, scrap the degree scheme and get experienced officers out there.
355.	Having a PCC that is politically attached to the Conservative party is not going to help the force one bit. The PCC should not have any political attachments to any party, police officers aren't allowed so why are you?
356.	Again, it's all words with no action. Reformation is needed to a greater level than you realise.
357.	Reforming an organisation is something that should be done all the time. Does this mean that you have not been doing it until now.
358.	Grimley Parish Councillors ask what exactly the efforts to "reduce the environmental impact of policing" will involve. Inclusion of this (inferred) acknowledgement of climate change is pleasing to see. However, this document does not go far enough in explaining what effective actions can be taken and how they will be measured.
359.	Severn Stoke and Croome d'Abitot Parish Cllrs had no comment to make and support this section.
360.	Priority for me
361.	My priority
362.	This is good for people to know about
363.	More police officers
364.	It's a shame you don't see the village Bobby any more
365.	More police officers
366.	This is important too
367.	Yes
368.	More police officers
369.	More police officer then can do it all
370.	This is my priority For swmp
371.	More police officers
372.	More police officers
373.	No
374.	No. Again I beleive the Plan covers it all.
375.	I speak from a Roads Policing perspective. We probably haver the most inept road policing unit in the country. We invest in poor equipment, drive vehicles that are not fit for purpose on occasions given mileage and age. build a road policing unit fit for a force that size of West mercia
376.	A primary duty of the PCC is to ensure that the police have the tools for the job. It is clear (as reported in well sourced local press reports) that West Mercia's infrastructure is crumbling to the point of collapse. West Mercia is far from 'world class'. A basic requirement for any

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	organisation is that it's buildings, plant, and systems are well maintained and are legally compliant. Giving the police the tools to do the job is the first duty of the PCC.and that requires adequate investment.
377.	your plan will be ignored by the police service and things will not change. the 101 operators need full and proper training as when you call them they have no knowledge of legislation and your hopes and whims will just blow away with the wind. WE WILL HAVE TO TAKE MATTERS INTO OUR OWN HANDS AND HAVE TO PROVIDE OUR OWN SECURITY AND SAFETY. YOUR STAFF PAID BY US JUST WILL NOT ACT WHEN IT IS BLAINTLY OBVIOUS AND RIGHT IN FRONT OF THEIR EYES. ALL YOU GET FROM THEM ARE ????? AND MORE QUESATIONS. WE ARE NOT SAFE. WE HAVE TO RELY ON INDEPENDENT WITNESSESS. DO YOU HAVE ONE KEPT INSIDE YOUR HOME. YOU EXPECT US TO PRODUCE ONE WHEN THE PUBLIC ROAD IS 1/2 MILE AWAY. You John Campion are well aware that rural policing and knowledge of legislation is a matter that your staff need training, as its your responsibility to train your staff and you have access to £ millions to provide it. You cannot blame anybody else and you are not providing a service that is fit for purpose.
378.	I think we need more police it's not safe environment anymore where you only get one police officer in the car to cover more areas bigger plan another area for that them to offices we need car parts police cars parked up all over the place I'm sure you got some old cars please cars it's a deterrent
379.	Yes, get some recruits on board who are aware oif the realities of life, from your Chief Constable down. No one, repeat no one that I know has the least bit if faith in West Mercia Police. Get a National Police Force.
380.	Anything is better than what is in situ
381.	It would be nice to see an increase in police presence in Kington & it`s surrounding parishes.
382.	Yes when anyone reports an issue it is being Polite getting a response or just being Rude not doing so, it's called getting respect.
383.	No
384.	None
385.	No
386.	It begins with leadership. I couldn't even tell you who my beat bobby is. It needs reforming. During my past employment with West Mercia I witnessed a select few who's honesty and integrity could be questioned.
387.	The plan for "consistent, persistent and determined focus" from the police in rural areas in vital. Develop better partnerships with Local parish councils and communicate effectively. Install CCTV in rural crime hotspots.
388.	Not all communities use social media or have access to it. Make having a voice more accessible to public in other ways. Query potential success due to funding constraints and potential effects of Covid 19.
389.	Reforming West Mercia into what? maybe reforming the bits that don't work like the bureaucracy and empire building that appears to occur.
390.	Work together as a community; everyone is equal.
391.	No

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392.	Stop the politic's. Residents are not bothered! The Police are more worried about poor press than dealing with issues. Use the special constabulary more, promote it and use their specilist training to support the police. Cut costs in hq roles, for example less chief officers will allow more officers on the front line. Open local 'store fronts' manned by specials or pscso so rwsidents can pop in, these should be 1 in every town centre, this would allow them to continue their paperwork but still be visible.
393.	More front line forensic staff/police staff, too much is invested in police officers with no consideration for support staff. Also new recruits need better training as many of them are being rushed through training school and are making basic mistakes out on division compromising investigations!!! Also Get some ICT which actually works, the amount of times we fail to connect to the force desktop or struggle with our work phones is an embarrassment in this digital age.
394.	I believe some bridge - building following the death and inquest of Dalian Atkinson will be required. The Sarah Everard case certainly will make me think twice before complying with a request from the police.
395.	See above. Treat us with respect!
396.	Another excuse for cutting jobs and police posts
397.	Doesn't look like you are with the awful proposed changes
398.	Neighbourhood Policing should be at the heart of Policing. Each town should have its own station of officers who work the local areas day in and out to deal with every crime as a face not a uniform. Centralising assets and resources build a barrier for engagement and confidence. Seeing is believing and if the Public don't see Police Officers they don't believe they are doing their job to keep them safe. Covid saw the implications of years of centralising and reducing police station numbers.
399.	More charitable organisations need to be incorporated into the police sign posting system.
400.	The force should be more available and not just digitally. Members of public want to see someone in person. Getting officer back out on the streets and not sat in back office jobs. Why do new officers need to have or be doing a degree???? Isn't life experience more important and being able to talk to people???
401.	West Mercia Police is not a business and shouldn't be looked to be ran like one. West Mercia Police is a service a police force, it serves the public, currently I don't see that happening to the potential it has.
402.	Digital systems need a massive reform- systems not fit for purpose and make the role harder and lengthier. Recognition of the hard working officers day in and day out will boost moral, which is currently very low. Re assessing some ranks actual roles may allow resources to be placed elsewhere- on visible patrol/investigative roles to actually deal with crime and provide the reassurances to victims and the public . Simple things like providing safe car parking spaces for officers would go along way to support the hard working staff
403.	Your staff need to feel valued as they can not out the public first if the organisation has staff way down on its priority list. There needs to be more emphasis on valuing front line patrol and look at more and better ways to police. Should you have patrol and investigative functions to reduced the impact omnicoompetent policing has on the mental health and welfare of officers. If you invest more in support that keeps police officers visible with staff able to do the paper and bureaucracy that keeps officer at a desk.
404.	The police need to have their rights and able to control the young people out in society not the young people in control
405.	Should have been reformed years ago.Too many managers and not enough officers.Weed out the dead wood from headquarters.

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406.	It really should include reducing the political role of PCC
407.	No
408.	Reform the IT systems
409.	More physical presence on the streets especially during weekend drinking times, less investigating of alleged social media crimes and more of helping real crimes like burglaries/theft/ assaults.
410.	Greater Police accessibility and visibility.
411.	As per 2
412.	ICT is very poor and the focus needs to be on the human contact - its not all about electronic means. A greater need to recruit a more rounded police force, they are all too young with no life experience and only joining for the free degree.
413.	Understanding and responding to disability hate crime and police liaison staff can assist with this agenda in relation to people with learning disabilities and /or Autism. Training, empathy and understanding from police officers and links to family support groups and social and health care staff can assist the police with this agenda. see https://www.gov.uk/rights-disabled-person/police and https://www.cps.gov.uk/sites/default/files/documents/publications/supporting_victims_and_witnesses_with_a_learning_disability.pdf and https://www.england.nhs.uk/wp-content/uploads/2020/01/Learning-disability-and-autism.pdf
414.	No
415.	No
416.	Yes, please just recruit more officers, and with respect not just the low levels of officers have been brought in over the last 2 years that have not even made a dent. Real numbers to replace 40% of staff that will be retiring over the next 5 or 6 years and replenish the response squads that have run dangerously light for the last 5 years.
417.	You're not reforming it, your destroying it and quite frankly I now feel unsafe due to your management.
418.	I expect many Police Service staff have little experience of working outside the Force framework, which risks them adopting institutionalised views and attitudes. After been assaulted in a surprise attack I have first hand experience of how what should be a simple case became a drawn out matter. To assess my case only four individuals needed to be interviewed; my wife and I live together, that left two other parties in our same street to visit. In any other walk of life eight weeks to accomplish that task would be regarded by the majority of people as ridiculous, if not pathetic. After I complained the Sergeant overseeing my case called me, to my surprise he felt the time scale was completely acceptable, which made me realise the Officer held views with an acceptance of that compromised level of service. He was also comfortable with the concept of Response Officers having to drop an investigation interview midway to respond to a 999 call, which seems like poor staff management. A removed attitude such as that wouldn't be very successful in a business where customers have a choice.
419.	No
420.	You do not define "frontline". Hopefully in 2021 this includes online and cyber, otherwise it is very old fashioned objective.
421.	Front-Line Services - The increase in the numbers of front-line officers in recent years has been beneficial and we welcome proposals to continue this increase and to prioritise spending on front-line services.

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REASSURING WEST MERCIA'S COMMUNITIES	
No.	Response
422.	CCTV, police on the streets and results of putting rapists away
423.	More visible Police presence
424.	As above please do establish victim working groups and please do ensure all victims of all crimes are surveyed on the level of satisfaction with the police response.
425.	Communities must be heard. The Police do an appalling job of getting 'on side' the general public. In my Town the perception of the Police is at an all time low, to reassure you must address this fundamental problem
426.	I welcome the strategy of being involved in the community. This is critical to us the public, it should be remembered that the force is there to serve the public, it is the public that the force is answerable to.
427.	Visibility is key. It's great that there are more officers but where are they - they are not visible. Your communications team are very very poor at messaging - no clear messages come out in any medium. All we see is missing people reports, which is right but what about your activity
428.	A great idea, we need it. Public opinion of the police is they're rarely on point when needed.
429.	Ensuring all communities can access their police service quickly and conveniently when they need to. - Unless there have been recent changes - Ludlow has no Local Police station and overnight response comes from Telford many miles away and without any knowledge of the South Shropshire area
430.	the appearance and approachability of officers in areas such as town centres with thier pop up shops would help...or just a dedicated team to form these actions
431.	That was a load of pointless waffle
432.	Yes it is important to 'reassure the West Mercia's Community' in as many ways as feasibly possible.. but even more importantly don't make promises unless you are sure you can deliveras broken promises are not helpful to anyone, make sure that experienced personnel are in charge of the appropriate projects in order to attain an optimum outcome for all
433.	Yes it is important to 'reassure the West Mercia's Community' in as many ways as feasibly possible.. but even more importantly don't make promises unless you are sure you can deliveras broken promises are not helpful to anyone, make sure that experienced personnel are in charge of the appropriate projects in order to attain an optimum outcome for all
434.	No
435.	Police should be seen
436.	Post pandemic we need to have your presence at local events
437.	No
438.	Make sure that is happens. Whilst another 400 officers is helpful, it is still way below what we used to have years ago when there was less crime. I would estimate that to be totally reassured we need another 2000 officers across West Mercia police area.

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439.	Only they need to be seen on foot more.
440.	No it looks comprehensive
441.	I think there needs to be much more visible policing in rural communities, and more resource allocated accordingly. For example fifteen years ago the Golden Valley police team based at Peterchurch in Herefordshire had 1 PC, and 3 PCSOs. There is currently 1 PC and 1 PCSO, responsible for a large geographic area. The SNT boundaries also need to be revisited it seems strange to lump rural villages i.e. Kingstone in with part of Hereford city. I rarely see visible police patrols in my area, unlike 15 years ago.
442.	Ensure West Mercia Police set and consistently achieve targets regarding 999 and 101 calls What are they currently, what are the improvements agreed and when will they be implemented? Setting out levels of service that people can expect from their police force, in response to certain types of crimes and incidents.- same questions- what are the current service levels, what are the improvements targeted, who is responsible for delivering and when will they be delivered?
443.	As above; a key requirement for perceived safer neighbourhoods and confidence in our society
444.	Previous comments cover.
445.	See box 2.
446.	I don't think there is anything that specifically says there is going to be a significant amount of increased funding for (i) PACT (ii) Neighbourhood Watch Schemes (iii) local councils to prosecute fly tippers; [one local authority (Redditch) has taken no enforcement action at all against fly tippers for at least five years]
447.	Urgently needed
448.	Communities do not only want a voice that is heard within the police service, it wants police visibility, it wants to know and interact with those that police their communities. The only police I ever see are in cars driving by, or getting out of cars to go and see a neighbour for whatever reason. I don't know them and they don't know me. I have no confidence in them because I don't know them. The ability to move swiftly is an obvious necessity, but people will not trust the police unless they have a relationship with them (excluding a "professional" one). You cannot have a relationship with police officers driving around in cars. Rural communities and villages need to see a police presence. Most policing is confined to larger towns, which is obvious, but other communities need to see police. Get them driving to an area and parking up and walking about.
449.	I see no reference to specifics on anti social behaviour. What actual pro active work will you task officers with resolving? I'm sick of graffiti in Droitwich Spa. You have officers on patrol but it's still not cleaned off, even when it's next to the police station.
450.	None
451.	As above I rarely ever PCSO's on beats other than when they are doubled up in cars. As a recently retired officer I know first hand that criminals and those causing harm and ASB are not reassured by PCSO's. It is difficult to understand how a £27k per year PCSO role is a value approach when a student officer who can do everything, work shifts, arrest etc etc is paid a lot less.
452.	You need 'bobbies' on the beat and a crack down on anti social behaviour.

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453.	More visible policing. Have police officers go and introduce themselves to one business on every shift to build recognition in the community, making them more approachable and people more likely to report crime. I hear 'what's the point in reporting it, they won't do anything anyway' very often. This means that police are not seeing a clear picture of actual crime levels through reported stats.
454.	Some people may have had bad experiences with the people and so would not necessarily call them to report a crime.
455.	No, I think we do this very well.
456.	Large police presence
457.	yes
458.	Fine
459.	Fine
460.	Fine
461.	No
462.	No
463.	No
464.	no
465.	No
466.	yes
467.	yes
468.	No
469.	no
470.	no
471.	like empowering communities
472.	no
473.	No
474.	Stronger sentences will ensure prevention of crime
475.	No
476.	no
477.	No
478.	No
479.	Good
480.	no
481.	Good
482.	No

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483.	social media is key
484.	Policing by consent is about engaging with communities but also enforcing the law without fear or favour. The public want more enforcement and less soft touch community engagement that takes local policing teams away from their communities for hours on end.
485.	Let's have officers - response officers able to attend and full review of other departments on their workloads? why is there such desire to leave response?
486.	Look after the officers, the officers will look after the community and you will have hit your target of 'Reassuring West Mercia Communities'. This is not happening so you wont get the results.
487.	Actually having officers out and about is reassuring but having them all locked away in stations filling in and ticking forms does not catch criminals.
488.	All members of the communities will not comment due to fear of bullying by officers
489.	You will only re-assure me when I see more policemen/women on the beat and responding to crime reports quickly. Then solving the crimes.
490.	The task of reassuring communities will require committed and consistent action from central government right down to PCSO level. Parish Cllrs agree with this section and had no amendments to make.
491.	Reassurance is best achieved if police actually turn up once a crime is reported. If a police officer cannot attend, then it is best to set the resident's expectations from the start. When an officer fails to turn up to take evidence at the scene of a shed/garage break in, that incident is remembered for the rest of that victim's life time and that failure by the police cannot be repaired. Seemingly trivial crimes (such as shed break ins) are nonetheless heart breaking to the resident and should be treated as such.
492.	Priority for me
493.	I think this is the most important
494.	This is also important to me
495.	Definitely this
496.	This one
497.	This one for sure
498.	This is important and covers everything, we are low crime but always need reassurance
499.	This is very important to me and my family
500.	This covers most I think, we all like to be reassured we are safe
501.	Again, having moved here, although it's a low crime area, reassurance is always needed
502.	Important
503.	This is my priority
504.	We need more officers to offer reassurance
505.	No

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506.	Having read this part of the Plan, which says what you are going to do, in terms of public information, feedback and engagement, I entirely agree with the terms. However, I would have to say, that at the moment, I see very little evidence of that taking place. When will we see, the results of those actions and how are you going to communicate with the public.
507.	The public are reassured when they see an effective police force that delivers results. 'Eyecatching initiatives' are a distraction from the the main purpose of the police force. For example, flytipping is clearly an expensive problem, but it is not the problem of the police, it is the duty of local authorities to deal with it. West Mercia does not currently have the resources it needs to perform its core role, so wasting money on someone else's job is simply not good management.
508.	More fee Training for the public on Female safety and Knife crime . Rape alarms do not work
509.	your plan will be ignored by the police service and things will not change. the 101 operators need full and proper training as when you call them they have no knowledge of legislation and your hopes and whims will just blow away with the wind. WE WILL HAVE TO TAKE MATTERS INTO OUR OWN HANDS AND HAVE TO PROVIDE OUR OWN SECURITY AND SAFETY. YOUR STAFF PAID BY US JUST WILL NOT ACT WHEN IT IS BLAINTLY OBVIOUS AND RIGHT IN FRONT OF THEIR EYES. ALL YOU GET FROM THEM ARE ????? AND MORE QUESATIONS. WE ARE NOT SAFE. WE HAVE TO RELY ON INDEPENDENT WITNESSESS. DO YOU HAVE ONE KEPT INSIDE YOUR HOME. YOU EXPECT US TO PRODUCE ONE WHEN THE PUBLIC ROAD IS 1/2 MILE AWAY. You John Campion are well aware that rural policing and knowledge of legislation is a matter that your staff need training, as its your responsibility to train your staff and you have access to £ millions to provide it. You cannot blame anybody else and you are not providing a service that is fit for purpose.
510.	Some information came to me about a car that was no MOT or tax and I reported it through the right channels and nothing was done about it I reported it to West Midlands police to the local police and nothing was done about it it wasn't until I got on the website and contact DVLA and then someone the soup communication with the public and the police
511.	The communities are patently not reassured of the potency of West Mercia Police, they are lack lustre, scruffily dressed, never seen, therefore unapproachable, and basically a waste of taxpayers money.
512.	Again refer to item 2. There is much work to be done.
513.	It would be reassuring to see more of an effort in dealing with the excessive speeding in our area.
514.	Be seen puts the Public at rest and safe.
515.	speeding on the main road through uffington nr Shrewsbury there is a 30 mile limit through the village 40 miles on either side motorist come through at anything up to 60 to 70 miles an hour there is going to be a fatality we could do with speed cameras
516.	To reassure you have to have belief and conviction. To educate old thinking of those from early Telford. To be honest in what the job of the officers truly entail. Not to pander to those with connections to the law whether through legacy, title or friendship. Young women were abused for years in Telford known widely by officials and police how do you reassure when confidence has been broken?
517.	Investment in our PCSOs and keeping them carrying out the core role is key to delivering this one
518.	Need for more visible pcco presence
519.	Policing has deteriorated so much I no longer have any confidence in my local policing team.

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520.	There is currently a lack of confidence in police response in local areas and crimes are not even reported due to the lack of response. Parish councils and local businesses are the platforms and outlets to engage with under-represented voices from the rural communities, to ensure their needs and concerns are acted upon.
521.	When concerns are raised would like update of what's been done about things.
522.	The only way to do this is to have a visible presence and not to pander to ever group that don't like something, but I'm not sure that the police nationally have the will power to do this.
523.	Only say things that are true.
524.	Visible policing and taking action on issues reported would reassure the public. If cars were routinely stopped for speeding rather than just using a speed camera other crimes would likely be detected. Following up on reported crimes would also reassure people.
525.	Traffic and speeding enforcement on the A4103 though Leigh Sinton. After a recent spate of accidents - particularly hit and drivers - it appears to be necessary to install another speed camera on the Worcester side of the village/and or CCTV cameras. The A4103 runs through the village on three bends, many children have to cross the road to attend school and visit the shop. 30mph is just not adhered to by very many drivers.
526.	As previois
527.	This is a challenging target, but vital. It is a challenge to hear both sides of a story and support resolution with fairness. Long held institutional - isms have to be shifted. A new chief constable is an opportunity.
528.	See above.
529.	Not seen a police officer communicating with the public for years
530.	Keep police face to face Keep front counters open daily for enquiries Invest in what works for the community And dont put all your eggs online!!
531.	Whilst improving a digital access to West Mercia is important, it is also vital that you don't take away the face to face service that the public can rely on. Many people find online reporting difficult and want that personal interaction and reassurance. The term "mobile police station" doesn't offer a certainty of a safe haven for someone in need. Please do not under estimate the reassurance that a local manned police station provides to a community.
532.	Easily accessible crime Figures for areas that are up to date and data that can be easily downloaded for each district. Again more visible police officers, don't recruit and stick them in an office
533.	I am pleased to hear your pledge to ensure access for all people. I hope this means the continuation of local Police Stations that you can walk into when you need some help. Not everyone wants to use digital services - it's about people with different needs having a choice and getting the right support.
534.	In my experience, the most hard hit communities- the most ignored and patronised are those who have mental health conditions- some of those MH difficulties come from previous crimes that have not been dealt with correctly. I've heard crimes dismissed as NFA or not crimes, because the victim is struggling and is manic following report. - totally unacceptable, but so common.
535.	Ensure that there are enough officers and staff to attend meetings. Fill vacancies

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536.	1,2,3 combined and let them see bobbies on the beat, that's what's needed, civilians on the end of a phone, officers attending their houses, places of work etc, Less chiefs more Indians
537.	More officers available and visible to the public is essential. The public want to see police/community support officers
538.	More Visibility of police officers preventing crime out in the community rather than reacting
539.	This will obviously improve with the increased visibility of police officers. Due the geographic area being quite rural it is difficult for police to be seen everywhere. However, due to the rural nature it also helps criminal gangs such as drugs dealers/county lines to undertake their "business". Whilst it's something that has not been done for years and has been done before, local community police stations are a good asset, and possibly a deterrent to some. Having a local officer that people can relate to and build a rapport with is vital. Policing today seems very detached from rural areas, with more policing numbers around urban areas, which is obviously required due to population etc.
540.	You have tried to reassure us as a community. But nothing has happened. We still have antisocial etc going on in our area. We seem to get forgotten being the area we live in. Which all should be treated the same
541.	A visible presence on the streets especially CSO's to deal with anti social behaviour,who are never seen.
542.	More visible mobile patrols with dedicated time to patrol. An officer sat in a cafe doing admin on a laptop does not achieve this
543.	Very vague
544.	More street presence in Evesham recently moving to the area I don't see any active foot patrols. The one officer that had a special made bike for his was always visible he got promoted I haven't seen a officer on foot or bike since.
545.	More needs to be done to counteract the negativity to the police and the safety of communities which is pedalled by an irresponsible media
546.	No
547.	Greater Police accessibility and visibility, particularly in Rural areas.
548.	More uniform officers as a start then this aided by comments on 2
549.	Officers need to be visible - all you hear when speaking to officers is they are stuck behind a computer. True partnership is lacking - there is a need for an MSHT Partnership Group but also West Mercia need to say no - pass some work to partners
550.	An emphasis on citizens with learning disabilities and / or Autism in the draft plan and some resources ringfenced to this particular cohort needed across West Mercia.
551.	Please ensure greater visibility with Rural communities. We see the vehicles pass through town but it would be useful for the local PC to walk the streets and meet people on foot, also to be seen at local community events from time to time. This would build intelligence, as well as provide reassurance and knowledge that the Police care. Once every couple of months or so would be sufficient.
552.	Please ensure greater visibility with Rural communities. We see the vehicles pass through town but it would be useful for the local PC to walk the streets and meet people on foot, also to be seen at local community events from time to time. This would build intelligence, as well as provide reassurance and knowledge that the Police care. Once every couple of months or so would be sufficient.
553.	The only way you will genuinely be able to do this is if there are officers to send out the door when the public need them. At the moment SNT / OPU and other departments are being used as a sticking plaster to try and prop up the system, it is wrong and someone is going to end up

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	getting hurt because there are not enough officers. This just results in other important areas of business not being serviced correctly, whichever way you look at it the public are being let down.
554.	You're not managing it.
555.	At present the community can have little confidence that a 999 call will result in an Officer's attendance, to restore faith in policing the priority of crimes against the person should be elevated with a commitment to always attend. Having limped home battered and bruised I waited home in expectation an Officer would attend and apprehend my assailant, however that was not the case and the offender was not spoken to until a month later, and in the meantime continued to harass my 80yr old neighbours. Conversely the local supermarket seems to obtain a timely response when a shoplifter is caught stealing. I believe the public are dismayed by the priorities of Police Forces in general and the notable absence of their leadership to speak up against the Judiciaries lenient, even silly sentencing that degrades the hard work of Officers; how long must the continuation of bailed offenders absconding go on?
556.	No
557.	See final comments
558.	Community Focus - This we believe is particularly important, as the plan states, in ensuring that "our communities should not only be safe, but feel safe too". We greatly value the liaison with our local police and community support officers and are pleased to see the importance to given to the further development of partnerships and links with community organisations.

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ANY FURTHER COMMENTS	
No.	Response
559.	He is the best PCC we have ever had
560.	There is no mention of the 40% increase in homicides from 2019-2020. A trend that is continuing in 2021. You make capital of crimes that have benefitted from lockdown, ie burglary's, but do not address the issues of increasing murders having to be dealt with by already busy departments that quite frankly are struggling and having to manage risk related to such investigations in terms of inadequate resources that puts the outcome of such investigations in jeopardy. Force CID has consistently been overlooked in favour of other priorities, that is now coming home to roost.
561.	Action not words
562.	Priority should be policing the roads, this has been neglected in West Mercia for years. You have next to no specialists in this area left.
563.	A LOT OF REPORTED CRIME IS BATTERED OFF BY EMAILING NPT
564.	No
565.	The draft plan has no set targets to show where you are performing now and where you want to be in a specific time frame in the future. It has no budgetary target or timeframe. You have set yourself no specific targets that are measurable. Please note, I am not writing this as a sign of disrespect or to have a "whinge" at you, but to reply fairly and constructively.
566.	It is a strategic document but key increasing crimes, such as modern slavery / cyber crime needs to be included and shown you are dealing as a priority
567.	Fight the prevalent drugs problem, in Telford especially. Drugs is a lead in for many other kinds of crime.
568.	only that government has cut spending for years and that major funding is needed not just for the public's confidence, but for officers themselves
569.	This isn't a plan, it's a simple restating of any election promises. Successive national Governments have slashed spending on the police since 2010, having a direct effect on, for example, the numbers of successful rape convictions. This 'plan' does nothing to address either that or any number of other real concerns that the public have about the effectiveness of West Mercia Police.
570.	The money you've wasted on this pointless waffle should have been spent on policing instead.
571.	Yes as a police force just do your best to police what is / isn't working, always improving the service you provide Thank you for giving me the opportunity to make comments Cllr Kate Fellows
572.	Yes as a police force just do your best to police what is / isn't working, always improving the service you provide Thank you for giving me the opportunity to make comments Cllr Kate Fellows
573.	No
574.	No
575.	No

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576.	Contact via the 101 non emergency number needs to be much faster. For example, reporting an illegal motor bike tearing round the streets. By the time it has connected with someone to report it to the offender could be miles away from where first seen, thus the information is not of much use.
577.	No
578.	I hope that when the plan is implemented there will be a clear and objective means of measuring its level of success.
579.	No
580.	This is largely an aspirational strategic plan. It would be helpful for your office to create an accompanying action plan for each of your priorities e.g. first bulge point of priority one of "victims" what steps will be taken, by when, who will be accountable for the action(s), and what will the outcome(s) of those actions be.
581.	The plan is lots of words and light on measurable deliverables with agreed improvements and dates, in effect it will be nearly impossible to hold anyone accountable for anything in the plan as there are no KPI's or measurable improvements in the plan. My feedback would be that the plan should go back to the drawing board and the relevant KPI put in, what it is today and what the plan will deliver with a name and a date by it- that way the community can gauge if the plan is being delivered as an example below I will keep council tax increases to a minimum through a value for money approach which will be achieved by improving efficiencies in all aspects of this plan. In support of this approach I will- How much of the current budget will be saved by efficiencies- what is a minimum- why cant we expect a saving if the efficiencies are made- why the assumption that the council tax payer will pay more? None of these questions are touched on in the plan Personnel and Numbers- We can see what we have got but what should we have at the start of the plan- what was budgeted, were the increased numbers achieved, if not why not and what should the numbers be over the timescale of the plan by quarter and who is responsible for remaking sure it happens.
582.	None
583.	No, but keep things simple and focused.
584.	Very comprehensive. Good luck.
585.	How much has it cost to produce this 'fancy' plan? Money which could have been spent on increasing the number of PCSOs AND PCs.
586.	N/a
587.	Yes-Far to personalised to John Campion -what about other members of the team? Why no direct comments from the Chief Constable and the front line of policing on how things really are?
588.	Tackle bias and subconscious bias' within your workforce.
589.	It is a good plan with some ambitious targets. As it is strategic it will not tell us how these targets are to be achieved, but most of all we do not want to see it become a "box ticking" exercise. The plan needs to deliver tangible outcomes. My comments may not be strategic, but it shows outcomes that people want. We do not want low level crimes to be ignored, as people getting away with low level crimes will probably go on to bigger crimes. We need to feel safe. How? With police on the streets in villages and rural communities, to be part of the community. I think most people, including the police do not think they are part of their community because of the job they do. But they should be, and that is the challenge.

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590.	It's a document of management speak, it might be strategic but you've put it out for public consultation. I'm a bit confused with its actual purpose?
591.	None
592.	You refer to domestic abuse but year after year I am still not seeing anything that reaches out to MALE victims.
593.	To be honest, I don't think it's worth the 'paper it was printed on' if it was ever to be printed. All this does is allow you to tick a box to say that we have a policing plan. It won't make a blind bit of difference to policing, maybe a few senior officers will read, but I doubt many public will. We can only judge you on our experiences and for me personally I am astonished at how poor the standard of policing is in many cases. There are many very good officers that I have spoken with, and many more that work in serious crime etc, but when dealing with reactive local crime it just seems a matter of just recording statistics in a manner that best reflects the most suitable outcome for the West Mercia Police.
594.	I believe increasing police numbers would help you meet most goals in your strategic plan. I think the town centre team in Shrewsbury has strong leadership, however they are under a huge amount of pressure with insufficient resources.
595.	The plan seems to cover everything.
596.	No, I do think you are doing a great job with what we have, little changes make the biggest difference. Talk to the staff on the ground about what matters to them- happy staff = happy 'customers'
597.	No
598.	yes
599.	No
600.	No
601.	No
602.	No
603.	No
604.	No
605.	no
606.	No
607.	yes
608.	yes
609.	No
610.	ngood plan
611.	ngood plan
612.	no
613.	Good
614.	comprehensive

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615.	Good plan
616.	Happy with plan and happy with policing in south shrops
617.	Good plan and very visible policing in South shropshire
618.	Good comprehensive plan
619.	No
620.	No
621.	no
622.	No
623.	Generally good service
624.	Good plan and good police service in Ironbridge
625.	Great personal alarms
626.	no
627.	Policing has been in crisis for as long as I have worked for West Mercia - just over 48 years. Delivering what is promised is dependant on funding - funding which is being cut each year and will continue to do so due to various factors outside of the control of the PCC
628.	Someone needs to review the command and control system SAAB Safe that we have bought. If you speak to any of the users in the OCC you will get the same answer that we now have a system that can't do some of the basic functions our previous 25 year system OIS could do? All of the other forces who have SAFE are reporting similar issues of finding a way to make the system work for them
629.	Provide the public with reassurance that you are looking after your staff and officers. Put money it to the IT fixing. They in turn will be happier and will be able to hit your goal.
630.	Go back to old school policing of 'catching criminals' not poking around Facebook and Twitter spats or childish disagreements because someone is unhappy with another person's opinion
631.	All words, written years ago, which have not come into fruition, I'm sorry but you really have no idea of the incompetency of your officers and the bullying and discrimination towards the public. Sheer corruption from narcissistic officers.
632.	A lot of nice words - a bit like Priti Patel. Time for some real action.
633.	Residents would welcome a summarised poster version.
634.	Severn Stoke and Croome d'Abitot Parish Cllrs thank you for the opportunity to comment.
635.	Thank you
636.	All four priorities are relevent
637.	I think all four priorities are in the right order I do feel it's difficult to get hold of a local officer when we want one
638.	There needs to be a visible balance not closing down stations but increasing presence
639.	Only what is already mentioned

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640.	Do you intend to publish/circulate, results from your plan. If so how do you intend to do that and what time frame have you put in place, for those results, to be published. Thankyou. Ron. Drake.
641.	your plan will be ignored by the police service and things will not change. the 101 operators need full and proper training as when you call them they have no knowledge of legislation and your hopes and whims will just blow away with the wind. WE WILL HAVE TO TAKE MATTERS INTO OUR OWN HANDS AND HAVE TO PROVIDE OUR OWN SECURITY AND SAFETY. YOUR STAFF PAID BY US JUST WILL NOT ACT WHEN IT IS BLAINTLY OBVIOUS AND RIGHT IN FRONT OF THEIR EYES. ALL YOU GET FROM THEM ARE ????? AND MORE QUESATIONS. WE ARE NOT SAFE. WE HAVE TO RELY ON INDEPENDENT WITNESSESS. DO YOU HAVE ONE KEPT INSIDE YOUR HOME. YOU EXPECT US TO PRODUCE ONE WHEN THE PUBLIC ROAD IS 1/2 MILE AWAY. You John Campion are well aware that rural policing and knowledge of legislation is a matter that your staff need training, as its your responsibility to train your staff and you have access to £ millions to provide it. You cannot blame anybody else and you are not providing a service that is fit for purpose.
642.	We need more police instruct instructor I will police on the beat not sitting in a car we need to establish a plan where are gummy cars I think that's a good way going down park a police car on a main road with a camera on the top and everyone will think there's a speed police car
643.	None whatsoever, as a retired Police Officer of 30 years, I am ashamed to be associated with todays Police Service.
644.	N/A The link in the email is non existent
645.	I think that this is 44 pages of "waffle" to say that the police should do their job in tackling crime & prioritising the most serious whilst not forgetting local issues.
646.	Lots has been said about additional officers that have been recruited, however in how many of those officers have now left, how many support staff roles have been removed adding more workload onto officers. The public constantly ask to see officers on the beat when officers are actually forced into the office more than ever due to the extra demands of paperwork etc.
647.	Only as stated previously.
648.	Rather surprised when trying to see what was happening in my area WR4 to be told that it could not be found? Looking at previous funding in South Worcestershire that there was no funding allocated for Domestic Abuse considering your previous statements on that issue. Also that the ability to raise the issue of repetitive ASB was not relayed to the area here after 18 incidents all reported to the Police. Plus a report to you sent by me. Let us hope that things improve because those on the ground seem to be working well & if their tools are improved & you can get Magistrates to cooperate we can have a better life here.
649.	The crimes which need addressing are as follows: - sexual assaults/rapes - burglary - fraud -speeding - drugs
650.	It's a good plan but I worry about the delivery of the plan without the appropriate investment in the Police Staff side of the business, Police Officers cannot do their jobs without staff support and although you can argue police officers can fill those gaps this is not a cost effective way forward for the force.
651.	More warnings needed re internet scams
652.	Rural Crime and KSI's are largely due to lack of police presence in the area - there needs to be more visible local, constant and reliable policing in rural areas. Most people do not know who the local PCSO's are.
653.	No

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654.	Easy to write down actions but actions speak louder...
655.	No
656.	No
657.	Actually visit departments and ask them for their option plus what they need to do their job properly rather than make judgements from HQ. We have yet to see the PCC or chief officer in our department for a number of years, it like we don't even exist!!!
658.	I have not seen the Crime Safety Partnership cameras in Shropshire for some months, does this mean they are no longer used? Communication is not easy. I observe doubtful activities which do not justify an emergency call. In my experience 101 is not answered quick enough and the response makes you feel you are time wasting. Shrewsbury Police station appears difficult to contact, so I don't feel I have a role in my community policing.
659.	I hope that the crime of threatening a person at their place of employment would become included in your 'type of crime'. That certainly has not been my experience.
660.	I don't see the need for Commissioners. The police should be allowed to get on with the job that they have in depth experience of. They should not be directed by some expensive amateur who comes out with the usual buzz-words and waffle.
661.	There will be another in a few years when this one does not work.
662.	More police officers is great but you have to have the infrastructure and back office support to allow those officers to do their best. Just increasing numbers does not simply increase public safety
663.	Policing is unbiased, non political. Unfortunately now being driven by one political representative and their party's ideology. The PCC office should be made up of a broad spectrum of society to represent the people it serves. Not everyone is a white conservative and the leaders should be representative of that. One person cannot have the skills not have the responsibility to hold Policing to account it should be a collective body of people
664.	More focus is needed on sexual exploitation/assault/rape and trafficking/modern slavery.
665.	The idea is great but there are not enough bodies to carry it out
666.	Cover all bases, everything that's hurts, upsets someone to them is a crime, we need to educate the public also who is best placed to deal, as to us it may not be "a crime", certain other organisations may be better placed to deal
667.	Domestic abuse and sexual offences are of great importance to those working in these areas. There is no where near sufficient staffing or resources to deal with these crime types in order to make a real difference. Specialist departments have been set up but need more staffing or more incentive to attract the right people to deal with these emotionally and mentally challenging crimes -the impact of dealing with such crimes every day is not recognised
668.	There needs to be a commitment to you ensuring viability of police officers in communities not PCSOs, there needs to be regular monitoring to see when the public see police officers whether on foot in cars or at events etc this can then be measured. Prevention is better than the cure.
669.	Drugs, is a huge issue. County lines gangs using rural roads, housing estates etc. to conduct business. I personally live in Albrighton, Shropshire, WV7 and we see things all the time. Local drug dealers doing deliveries like it's a Tesco weekly shop. Arrested, released then off doing her

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	rounds again. Also taxis dropping young children/adults off, waiting and then taking them once drops have been made. I realise that there may be operations being conducted whilst this is going on. But it appears to the general public that nothing is happening and that nothing gets done when reported. I know operational information cannot be fed back, but some information or updates that things are being looked in to may alleviate peoples frustration. It leads to people not bothering to report such crimes as it's perceived nothing happens.
670.	No
671.	No matter what crime has been committed - deal with it, not pick and choose the crime you can write off to make figures look good.
672.	The document barely recognises any type of crime. It is just full of generalisations and buzz words
673.	It demonstrates how out of touch the PCC is with the front line staff and public
674.	No
675.	No
676.	Shocked to see such a lack of focus on Rural issues. (Covid Response applauded).
677.	The plan is too bland
678.	We know that people with learning disabilities and /or Autism are disproportionately impacted in the CJS see recommendations in The Bradley Report https://www.lscft.nhs.uk/media/Publications/CJLT/The Bradley Report_ Executive Summary.pdf The Bradley Report 5 years on https://www.centreformentalhealth.org.uk/sites/default/files/2018-09/bradley5years.pdf
679.	Things on the front line are a mess and the officers on patrol are tired and worn out. They are trying to keep the wheel on and one day they are not going to manage it. Please help us by sorting this.
680.	Waste of time and money. You do not speak for me, you speak for politics in an arena that should be non political. I am not interested in your political ambitions when you cause a safe area to be destroyed by crime by your management.
681.	On behalf of the North Worcestershire CSP, we welcome the draft Plan and look forward to continuing to work with the PCC and partners to keep North Worcestershire a safe place to live, work and visit.
682.	I found nothing there with which I disagree.
683.	I am responding to this consultation as Chair of the End Male Violence Against Women and Girls working group of Herefordshire Women's Equality Group. This group has around 150 members who range in age from 18 - 80. Please link up Herefordshire Women's Equality Group's framework for a sexual violence strategy, which we will send to the PCC's office, with this response to the consultation. Please note that we would also like to work with you as partners on the local violence against women and girls strategy.
684.	Not very ambitious when it comes to using the office of PCC to instigate true change by bringing together partners to tackle complex problems. There is nothing about using data to address these issues. Nothing about analysis or encouraging data sharing, certainly nothing as bold as a multi agency data hub, or even a VRU. It's all quite old fashioned. I'd hoped that the PCC would lay out a bold vision of how he would get everybody working together to deal with the hard issues. How he would inspire everybody! However, it seems quite reactive and negative with an emphasis on holding to account.

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685.	Much Wenlock Town Council welcomes the opportunity to submit comments on the Draft Safer West Mercia Plan 2021-2025. We are pleased to see the breadth and scope of the proposals set out to improve police services over the next few years.
686.	The plan is very worthy, but it's not clear what are really the key objectives. What are you going to report on, and expect to be measured on? But otherwise it is an excellent communication - well done.

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COMMENTS RECEIVED VIA EMAIL / ROYAL MAIL TO PCC's OFFICE	
No.	Comments received
687.	<p>Thank you for inviting public comments on your latest Police and Crime Plan. I have viewed your feedback form and find the restriction to 300 words per item too restricting, so I request you include my following comments as part of the public feedback.</p> <p>I am impressed with the scope and depth of your proposals and request your comments and clarification on the following.</p> <p>As a retired Inspector with specialist Traffic (now road Policing) experience in three ranks, and a full time prosecution role before the advent of the CPS, you may not be surprised that they are mainly about safety on the roads.</p> <p>I quote from your proposals with quotes "in italicised black" with my comments in blue.</p> <p>"West Mercia now has almost 400 more police officers than when I was first elected in 2016" Please show West Mercia Police officers numbers from before the Government cuts to the present day to see if your "400 more police officers" has achieved or bettered the numbers before the Government cuts.</p> <p>"Priorities Reforming West Mercia 1. West Mercia manages its resources to maximise value, effectiveness, efficiency and meet demand." Please review the work required from the Police by the CPS to see if efficient time savings can be made. When the CPS first took over prosecutions they increased police form filling etc. by a ridiculously unnecessary amount, and I regret I failed to convince any senior officer to challenge them on this, I suspect because the senior officers themselves were not directly affected.</p> <p>"For example, a disproportionate number of people are being killed or seriously injured on our roads every week" Please include casualty figures over the years from before the Government cuts which reduced the number of specialist road patrol officers to date.</p> <p>" Priorities... 4. Reduce the excessive harm associated with West Mercia's roads." "Outcome: Harm on West Mercia's roads is reduced and safe driving is promoted." Good.</p> <p>"I will: Work with West Mercia Police to deliver educational campaigns to prevent victimisation and raise awareness for victims' services" Please show that you will include driver behaviour education and enforcement in this.</p> <p>"I will: • Ensure prevention activity will be effectively integrated into all elements of operational policing, to prevent re-victimisation and better</p>

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manage demand."

Please ensure that all Police Officers are reminded of their responsibility, when out on the roads and not on an urgent call, for road safety advice and enforcement. The public perception of seeing police officers apparently ignoring driving and riding offences is bad for public confidence.

"I will: 4: Reduce the excessive harm associated with West Mercia's roads. I will: • Work with the police and other partners to address the harm caused by dangerous driving and the adverse impact on local communities by the anti-social use of our roads. • Work with the police and partners to further develop understanding of what causes death and serious injury on our roads (KSIs), and ensure that work informs more effective action to reduce KSIs. • Support West Mercia Police with the resources to more effectively enforce the law and prevent crime on our roads, and ensure those resources deliver the best possible results for our communities. • Empower community action by doubling the number of Community Speed Watch groups in West Mercia. I will target funding towards community speed reduction schemes.

Please include liaison from you and the Police with the important voluntary road safety education groups of the Institute of Advanced Motorists Roadsmart <https://www.iamroadsmart.com/> and the Royal Society for the Prevention of Accidents ADvanced Drivers and Riders <https://www.roadarbenefits.co.uk/>.

"I will: • Prioritise resources for the recruitment of more specialist road policing officers to target those motorists causing most harm and ensure a high visibility presence to positively impact on road user behaviour. • Promote education initiatives aimed at improving road safety. • Review and refresh my own road safety strategy to ensure it remains focused and effective in improving road safety.

Please show the numbers of Police Road Patrol officers from before the Government cuts to the present day.

"The Chief Constable will be responsible for:

- Reducing KSIs, and preventing harm and antisocial use of our roads through enforcement, education and effective partnerships.
- Denying criminals the use of the roads, by disrupting serious organised crime.
- Ensuring community concerns about criminal or anti-social use of our roads are heard, understood and acted upon."

Good.

" The Chief Constable will be responsible for: • The force living within its means and delivering a balanced budget. • Aligning resources to identified priorities. • Effective use of data and information to deliver the best possible outcome to the public.

Please ensure that road safety is an identified priority by comparing casualty and death numbers per population from road collisions with other assaults and homicides.

"I will: • Continue to increase Officer numbers in West Mercia."

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	<p>Please show West Mercia Police officers numbers from before the Government cuts to the present day to see if your "increased officer numbers" has achieved or bettered the numbers before the Government cuts.</p>
688.	<p>Thank you for the opportunity this afternoon to discuss the role of the Environment Agency and the impact Waste Crime has on our communities.</p> <p>For clarity, by the term Waste Crime we mean the following criminal acts</p> <ul style="list-style-type: none"> - Large scale dumping – (over 20 tonnes of waste, more than 5m³ of fibrous asbestos or 75lites of potentially hazardous waste in containers / drums) - Illegal waste sites - Misdescription of waste to evade HMRC land fill taxes - Illegal Waste Exports <p>We continue to see Organised Crime Groups operate within the waste sector across the country. Through the work of the Joint Unit for Waste Crime (JUWC) we work with our strategic partners in the Police (NPCC) , National Crime Agency & HMRC to target these criminals, to make our communities a safer place.</p> <p>Recent JUWC operations have been instrumental in reducing the theft of catalytic converters across England by 57%. Cases of Modern Slavery continue to be reported within the waste sector, close cooperation and intelligence sharing with the police will assist to combating this crime. We often see that criminals operating in the waste sector are also active in a variety of other criminal activities.</p> <p>Fly tipping is the remit of the Local Authority for incidents below the twenty tonnes threshold. The majority of fly tipping cases will be reported by the public directly to the LA's or the police. The larger more serious criminal offences in terms of environmental harm, loss of earnings to legitimate business, tax evasion are usually reported directly to the EA. Investigations into this criminal acts will often produce good quality intelligence, that often is of benefit to parallel police investigations.</p> <p>I ask for your consideration to include the term '<i>Waste Crime</i>' and reference to '<i>working closely with the EA</i>' within the PCC Crime Plan, in order to highlight to the public that their environment and local community are important to both organisations and that we work closely to keep them safe.</p>
689.	<p>I've had a chance to read the attached. I think it's a very good plan, and I think it is particularly positive that you have made focusing on domestic abuse, sexual violence and dangerous driving. I thought it might be worth just highting a couple of issues from my own side of things.</p> <p>I would highlight the following four areas of local concern:</p>

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	<ul style="list-style-type: none"> - Rural Crime - Violence and Sexual offences - Anti-Social Behaviour/Public Order - Road Traffic Crime/Dangerous Driving <p>Indeed, looking at the crime statistics for Evesham, the largest conurbation in my constituency, it is rather alarming to me to see just how many of the crimes being committed are of a Violent and Sexual nature. I'm therefore very glad to see such focus in your plan on both violence and sexual offences and dangerous driving. However, statistics do not always tell the full story on all crimes.</p> <p>For example, on rural crime, I was pleased to read this over the summer in one of my local papers, which showed just how far rural crime had actually fallen as a result of both the pandemic, and the work that you and your officers have done in the past few years. Nevertheless, we must remain vigilant. Rural crime has to remain an area of particular focus given the type of people it impacts. Theft or damage to farm machinery can bankrupt a farmer, and many who live in the countryside are much more isolated, with less access to support, than those that live in the towns and cities. Now that the pandemic is over, we do not want to see a resurgence in rural crime, so I'm glad to see you will also be reviewing and refreshing your rural crime strategy.</p> <p>As I say, I think the attached is broadly a very good plan, and I commend you in particular on aiming to ensure that an ever greater proportion of West Mercia Police's budget is spent on front line policing. In these troubled times, I know that my constituents appreciate seeing officers out and about from time to time as a reassuring presence.</p>
690.	<p>INTRODUCTION</p> <p>This document has been prepared in response to the emerging 'Safer West Mercia Plan 2021-2025' on behalf of Telford & Wrekin Council. The Council welcomes the opportunity to provide feedback on the draft Plan.</p> <p>BACKGROUND</p> <p>The Council together with West Mercia Police based in Telford & Wrekin, supported directly by the Police and Crime Commissioner, has an effective partnership that is focused on tackling all forms of crime to ensure our neighbourhoods are great places to live, work and visit and where people feel safe in their homes. This partnership has delivered over £1.5m inward investment particularly for South Telford via the Safer Streets and CCTV joint projects. In addition, Telford & Wrekin Council is investing a further £2m into our Building Safer & Stronger Communities programme to continue this work with a further £0.5m from the PCC which is welcomed. This much needed joint investment enables both organisations to deliver and provide enhanced support to our communities; it is hoped that the Safer West Mercia Plan will enable us to continue to work together to make a difference in Telford & Wrekin.</p>

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PUTTING VICTIMS FIRST

The Council welcomes this objective and as part of our joint working with West Mercia Police and partners, we work closely with the Local Policing Harm Reduction Hub particularly in supporting victims of Criminal Exploitation, Domestic Abuse and Anti-Social Behaviour. This commitment ensures services are delivered in a caring and compassionate way. The Council has been made aware of examples where support for victims of crime has been limited and often hampered by perceived process and procedure. Commitments to simplify and remove red tape would be welcomed in order to provide continuous and well-structured support. This in-turn would foster confidence for the public to report more crimes that may have previously gone unreported.

BUILDING A MORE SECURE WEST MERCIA

The commitment for an increase in officer numbers across West Mercia is critical and specifically in Telford & Wrekin where we experience some of the highest crime rates across the county. In order to give confidence further detail on timescales along and clarity on the number of additional officers working across Telford & Wrekin would be welcomed. The role of the SNT's are valued in our borough and additional resources to allow them to have sufficient numbers to attend community, parish and residents meetings would be welcomed. Officers with a remit to lead and support the deployment of modern neighbourhood watch schemes using new technologies such as WhatsApp would also add to building a more secure Telford & Wrekin as well as the improved visibility of community policing in some of our hot spot locations.

Reducing reoffending very much underpins our investment into Building Safer and Stronger Communities where the Council and our partners is working to tackle the root cause of crime rather than the crime itself. Early intervention measures to divert at risk people away from the criminal justice system compliments our multi-agency working however there is more that can be done through dedicated resources and funding to ensure collectively we make a difference in the medium and longer term.

Opportunity to deliver services to prevent at risk children and young people from being drawn into organised crime will complement our Building Safer and Stronger Communities programme. The Council is already heavily engaged with specialist organisations such as Climb to engage with those at risk. Further resources from the PCC office to invest in additional bespoke services such as the St Giles Trust will complement the services offered by Climb and will work directly with those who are already embroiled in areas of exploitation and need more intensive 1-1 support from those with lived experiences.

The Council already engages with the community pay back scheme across six priority areas to enhance environmental maintenance; opportunity and support from the Police and Crime Commissioner to expand this offer would be welcomed. This not only contributes to breaking the cycle of offending but gives something back to the community.

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Environmental crime affects our communities, businesses and natural environment. It continues to be a problem across the Borough with 7,500 reports of fly tipping being made to the Council in 2020 with 114 Fixed Penalty Notices issued during the same period. Financial Support from Police and Crime Commissioner would be welcomed and is needed in order to maximise available resources and tackle this growing problem.

Opportunity for closer working with our Road Safety Teams to deliver education, prevention and awareness sessions to children and young people is needed and can make a real difference locally. We would welcome the roll out of Community Speed Watch schemes in priority areas to complement the investment into Speed Indicator Devices (SID). This would reassure communities and enhance road safety locally.

REFORMING WEST MERCIA

Residents of Telford & Wrekin have the lowest Council Tax across the West Midlands region; this is at a time where cuts to local government funding has seen savings of over £120m being made by the Council during the last 10 years. This challenging financial pressure has required the authority to find new and innovative ways to maintain services to our residents. It is encouraging to see commitments being made to utilise resources in an efficient and effective way. Use of modern technology and digital transformation is important in order to enable the Council and partners to continue to engage with West Mercia Police at tactical and strategic levels. The use of hand held technology has enabled the Council to be more efficient in our operations when working in localities.

The Council's commitment to creating a safer borough is demonstrated through an increase in the number of Neighbourhood Enforcement Officers. The increase is as a result of partnership working with Town and Parish Council's through the jointly funded Community Action Team collaboration. This has been delivered without the need to increase Council Tax. The addition of almost 400 police officers across West Mercia since 2016 is welcomed however, it would appear that Telford and Wrekin has only seen an increase of 60 during the same period. The addition of more officers to support our communities would be welcomed but this should not be directly achieved through increasing Council Tax.

It would be good to see local teams accessing EV vehicles for their operations where appropriate due to the climate change emergency announced in T&W, appreciate speed of response may dictate in the short term.

REASSURING WEST MERCIA'S COMMUNITIES

The Council endorses the commitment that the community is at the centre of policing which very much aligns to our co-operative values as a council. This needs to be supported through regular engagement with community groups and focus sessions to coproduce priorities that will build confidence, provide reassurance and promote community cohesion. The role of SNT's is critical to local engagement. It would be ideal to trial the use of shared local community building from which the local police and our enforcement officers could co-locate as a base and contact point. A trial is underway in Redbridge Council titled the 'Enforcement Hub'.