



TOWN AND PARISH COUNCIL SURVEY 2021

**Please select one answer for each question, unless asked to do otherwise.
Please ensure only one questionnaire is completed and returned for your
individual town/ parish council**

LOCAL POLICING

- 1 In the Council's opinion, how good a job do you think the police are doing in your town / parish?

Excellent Good Fair Poor Very poor Don't know

- 2 In the Council's opinion, how would you rate the visibility of police in your town / parish?

Excellent Good Fair Poor Very poor Don't know

How much does the Council agree or disagree with the following statements:

- 3 The police work well with the Council to identify and address local crime and disorder issues

Strongly agree Tend to agree Neither agree nor disagree

Tend to disagree Strongly disagree Don't know

- 4 The Council has confidence in the police to resolve crime and disorder issues raised within the local community

Strongly agree Tend to agree Neither agree nor disagree

Tend to disagree Strongly disagree Don't know

- 5 On average, how often does the Council contact the police to raise concerns about crime or incidents?

Weekly Monthly Every 2 – 6 months

Once a year Never Don't know

- 6 Overall, how would you rate the police response to crime and disorder issues or incidents Raised by the Council?

Excellent Good Fair Poor Very poor Don't know / NA

LOCAL POLICING CHARTER

In March 2021 the Local Policing Charter was launched by West Mercia Police outlining their ongoing commitment to improving the local policing delivery and providing a service that communities both expect and deserve. It sets out the commitment for a truly community based and holistic policing approach. To deliver a consistent, high-quality service to be proud of and that not only keeps people safe, but makes them feel safe. The charter been put together in consultation with local communities, and covers six key areas for improved service delivery: visibility & accessibility, responding to communities, prevention, vulnerability, relationships and partnerships.

The Local Policing Charter can be found at
<https://www.westmercia.police.uk/SysSiteAssets/media/downloads/west-mercia/public-charter.pdf>

- 7 Are you aware of the Local Policing Charter?

Yes No

- 8 Have the police been in touch to identify your priorities as a Town/Parish Council?

Yes No

CONTACT AND ENGAGEMENT

- 9 In the Council's opinion, how easy and convenient is it to access your local policing teams? (This may be in any form – face to face, email, telephone etc)

Very easy Fairly easy Fairly difficult
 Very difficult Don't know / N/A

- 10 In the Council's opinion, how easy and convenient is it to access relevant information for the local community from the police?

Very easy Fairly easy Fairly difficult
 Very difficult Don't know / N/A

- 11 In the Council's opinion how would you rate the level of contact you have with the police?

Excellent Good Fair Poor Very poor Don't know / NA

12 How does the Council contact the police to discuss local issues, seek information or invite to meetings / community events? (Not including reporting crimes)

Please tick all that apply

Phone (land line)	Phone (mobile)	Email
Letter	Social media	In person (at a police station etc)
Website	Other	Don't contact the police

13 How often does the Council contact the police to discuss local issues, seek information or invite to meetings / community events etc? (not including reporting crimes)

Weekly	Monthly	Every 2 – 6 months
Once a year	Never	Don't know

14 How would the Council rate the police response to requests for information / meetings etc?

Excellent	Good	Fair	Poor	Very Poor	Don't know / N/A
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15 How often do the police attend Council meetings or other community events in your town or parish area

Weekly	Monthly	Every 2 – 6 months
Once a year	Never	Don't know / not invited

16 How often do the police proactively contact the Council to raise awareness of local issues, share information etc?

Weekly	Monthly	Every 2 – 6 months
Once a year	Never	Don't know

17 Does the Council know the members of the police's local Safer Neighbourhood Team? These teams include Inspectors, Sergeants, PCs and PCSOs.

Very familiar	Somewhat familiar	Not well known
Totally unknown	N/A	

CRIME AND ANTI SOCIAL BEHAVIOUR ISSUES

18 In the Councils opinion how much of a problem, if at all, would you say that crime and anti-social behaviour is in your town / parish council area?

Not a problem at all	Not a very big problem	Fairly big problem
Very big problem	Don't know	

19 Which if any of the following issues would the Council say are currently a problem to people in the town / parish area?

Please tick one box in each row

	Not a problem at all	Not a very big problem	Fairly big problem	Very big problem	Don't know
Domestic burglary					
Violent crime					
Anti-social behaviour					
Online crime					
Vehicle crime					
Criminal damage / vandalism					
Crimes against businesses					
Rural crime					
Offences of a sexual nature					
Crimes committed against people due to their gender, age, race, ethnicity religion, disability or sexuality					
Road safety					
Other (please specify in the box below)					
Other:					

ABOUT YOUR COUNCIL

20 What is the name of your council (or councils if it is a combined parish council group)?

21 Please confirm which Borough / District / City / Unitary area your council is in

Herefordshire	Shropshire	Telford & Wrekin
Redditch	Wyre Forest	Worcester City
Malvern Hills	Wychavon	Bromsgrove

22 Approximately how many people live in your town / parish area?

Less than 500	501 - 1000	1001 - 5000
5001 – 10,000	Over 10,000	

23 Please provide an appropriate, current email address the Commissioner or his staff may use to contact the Council when necessary. Your email will be stored in secure web-based systems. It would not be shared more widely with other third parties.

Yes No | Would you like to receive the PCC's monthly newsletter to this email address?

Thank you for taking the time to complete our survey. The survey results will be available to view online at www.westmercia-pcc.gov.uk

EMAIL RETURNS: If you have chosen to complete a word version of the survey, email your completed survey to: opcc@westmercia.pnn.police.uk

POSTAL RETURNS: If you have chosen to print a copy of this survey to complete and return via Royal Mail (instead of completing online / emailing), post your completed survey to: John Campion, Police and Crime Commissioner, OPCC, West Mercia Police HQ, Worcester, WR3 8SP