



## TOWN AND PARISH COUNCIL SURVEY 2022

**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

- 9 If answered yes in question 8. In the Councils opinion have the police acted upon the priorities you set out?

Yes      No

- 10 In the Councils opinion have you seen a reduction of crime and increased feeling of safety as a result of the launch of the Local Policing Charter in March 2021?

Yes      No

## CONTACT AND ENGAGEMENT

- 11 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

12 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 |                  |

13 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 |
|-----------|------|------|------|-----------|-----------------|

14 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            |

15 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         |

16 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 |
|-----------|------|------|------|-----------|------------------|

17 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 |

18 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         |

- 19 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

- 20 In the Council's 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

- 21 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<br>problem<br>at all | Not a<br>very big<br>problem | Fairly big<br>problem | Very big<br>problem | Don't<br>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

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

23 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

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

Less than 500

501 - 1000

1001 - 5000

5001 – 10,000

Over 10,000

25 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](http://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.police.uk](mailto:opcc@westmercia.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

Closing Date: Monday 8<sup>th</sup> August 2022