

West Mercia Crime and Safety Survey

Force Wide Results
August 2011





Opinion Research Services The Strand, Swansea SA1 1AF

Jackie Boarer · Jonathan Lee · Anna Shakeshaft

Ciara Small · Hannah Champion

enquiries **01792 535300** · info@ors.org.uk · www.ors.org.uk

© Copyright **August 2011**

West Mercia Police Authority PO Box 487, Shrewsbury SY2 6WB

Elena James (Change Management Analyst) elena.james@westmercia.pnn.police.uk

enquiries **01905 338814**

Contents

Chapter 1: The Study Context	4
Background	4
Aims and Objectives.....	4
The Survey.....	4
Presentation of the Findings.....	5
Chapter 2: Summary of Main Findings	8
The Local Police Service	8
Involving Communities	8
Local Neighbourhood.....	9
Experience of Crime and Reporting Crime	10
Perception v Experience	10
The Criminal Justice System.....	10
Safer Roads Partnership.....	10
Chapter 3: Demographic Information	12
Chapter 4: The Local Police Service	15
Chapter 5: Involving Communities	21
Chapter 6: Local Neighbourhood	23
Chapter 7: Experience of Crime and Reporting Crime	33
Chapter 8: Perception v Experience	37
Chapter 9: The Criminal Justice System	43
Chapter 10: Safer Roads Partnership	47
Appendix A: Sample Questionnaire	51

Chapter 1: The Study Context

Background

- ^{1.1} Opinion Research Services (ORS) was commissioned by the West Mercia Constabulary, West Mercia Police Authority and their partners to undertake the 2010-11 West Mercia Annual Crime and Community Safety Partnership survey.
- ^{1.2} The survey collected data to be used by the Constabulary, the Authority and their partners to help inform the planning and delivery of services and the future allocation of resources.
- ^{1.3} The questionnaires were designed and developed by West Mercia Constabulary, representatives of the 11 districts or unitary authorities and ORS. The format of the questionnaires was based upon the previous surveys undertaken by Priority Research in 2005, 2006 and 2007, and by ORS in 2008 and 2009-10 with some alterations made for the 2010-11 survey. The 2010-11 survey consisted of a core set of questions with a subset of questions specific to a particular district or unitary authority area within West Mercia.

Aims and Objectives

- ^{1.4} The main objective was to assess current opinion regarding:
 - The Local Police Service
 - Involving Communities
 - The Local Neighbourhood
 - Experience of Crime and Reporting Crime
 - Perception v Experience
 - Confidence in the Criminal Justice System
 - Safer Roads Partnership

The Survey

- ^{1.5} The questionnaires were posted to a random selection of 73,360 district residents between May 2010 and March 2011. Four waves of mailings were carried out, the first in May 2010 (Quarter 1), the second in July (Quarter 2), the third in September (Quarter 3) and the fourth and final wave in January 2011 (Quarter 4). A freepost envelope was included so that the returns would be delivered directly to ORS to ensure anonymity.

- 1.6 The sample was drawn from the Postal Address File (PAF). The decision to draw sample only using the PAF in 2010-11 was made following a comparison of responses between the Electoral Register (ER) (where the addressee is identified and greeted by their name) and the PAF (where, the addressee is anonymous and greeted with 'Dear Resident') in 2008. The outcome was that use of the Electoral Register resulted in a small negative impact on response.
- 1.7 A free prize draw and questionnaire reminders were used to encourage response.
- 1.8 A number of questionnaires were returned to ORS as failed mail (0.6% of the original sample), reducing the number of valid questionnaires to 72,901. A sample of 15,019 residents successfully completed and returned the questionnaires by the closing date giving a response rate of 21%, the same response rate as last year.
- 1.9 The response rates by District/Borough, Unitary Authority and Divisions are as follows:

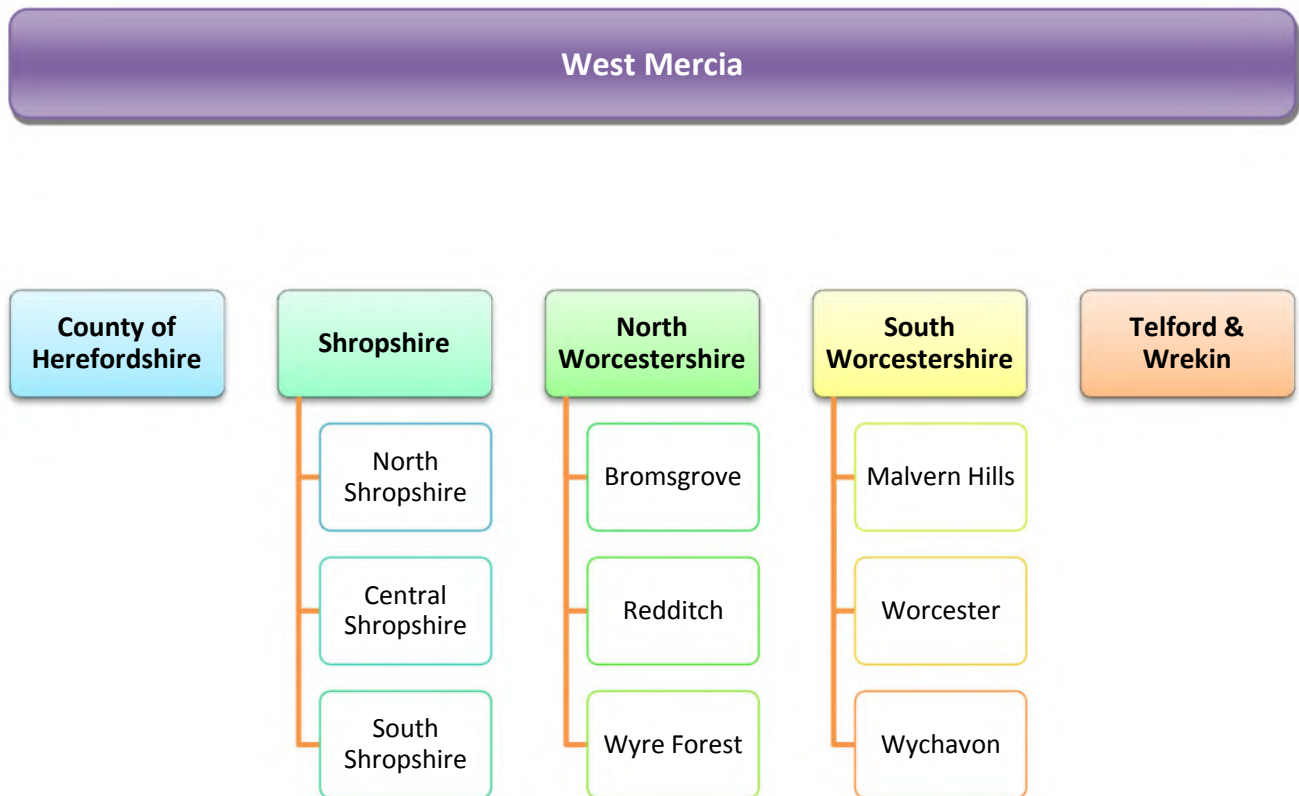
	Response Rate - %
District/Borough/UA areas	
Bromsgrove	21
Central Shropshire	21
Herefordshire	24
Malvern Hills	25
North Shropshire	22
Redditch	15
South Shropshire	24
Telford and Wrekin	17
Worcester	17
Wyre Forest	17
Wychavon	26
Divisions	
Herefordshire	24
Shropshire	22
North Worcestershire	17
South Worcestershire	22
Telford and Wrekin	17
Overall - Force-wide	21

Presentation of the Findings

- 1.10 To ensure that results were as representative as possible, the data was weighted by ward, age, gender and ethnicity. Therefore, all results are reported for this weighted sample (weighted base: 14,968).
- 1.11 Care should be taken when considering the percentage results from some of the sub groups within the main sample as the base figures may sometimes be small. In some tables and graphs numbers do not sum to 100% owing to weighting and rounding effects. Similarly, rounding may result in slight differences between numbers in charts and accompanying tables.

Also, slight differences between the results for 2009, 2008, 2007 and 2006 as contained in this report and in previous reports also arise from rounding effects.

- ^{1.12} This report presents results for Bromsgrove. Other reports have been prepared for the District, Unitary Authority and Police areas presented below. A Force-Wide report has also been prepared. In total, the survey is reported in 15 separate reports.



- ^{1.13} Graphics are used extensively in this report. Where possible the colours used in the charts have been standardised with a ‘traffic light’ system in which:

- Green shades represent positive responses (Good news)
- A neutral shade represents neither positive nor negative responses
- Red shades represent negative responses (Bad news)
- Brighter shades are used to highlight the responses at the ‘extremes’ – for example, *very satisfied* or *very dissatisfied*.

- ^{1.14} Year on year benchmarking was undertaken where possible: 2010 results were benchmarked against results for 2009; 2009 results were benchmarked against results for 2008; 2008 results were benchmarked against those for 2007; and 2007 results were benchmarked against results for 2006. Changes to some questions previously used and the introduction of new questions in 2010 means that year on year comparisons are possible for only a proportion of questions. This is particularly the case for questions that refer to a specific time frame; whereas in 2008 respondents were asked to think about their experiences over ‘the last 12 months’, respondents in 2009-10 and 2010-11 were asked to think about their experiences over ‘the last

3 months'. In cases where year on year comparisons were not possible, benchmarking was undertaken where results from each individual 'quarter' were compared against 2010-11 annual results.

^{1.15} Where there are significant differences between the results:

- Green shading indicates change for the better:
 - Positive rating has increased
 - Negative rating has decreased
- Red shading indicates change for the worse:
 - Positive rating has decreased
 - Negative rating has increased
- No shading indicates no significant change

^{1.16} Unless otherwise stated, all statistically significant differences between annual and quarterly results are reported at the 95% confidence level. This means that a difference between two groups is usually considered statistically significant if chance could explain it only 5% of the time or less. This calculation relies on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple percentage difference.

Chapter 2: Summary of Main Findings

The Local Police Service

- ^{2.1} Overall, 56% of residents in the West Mercia Force area said that the police are doing a good or excellent job in their local neighbourhoods. A further 33% believe that the police are doing a fair job, whilst only 11% believe that the police are performing poorly.
- ^{2.2} The proportion who answered good or excellent was higher in 2010 than in 2009 (56% v 55%), a smaller increase than between 2009 and 2008 (55% v 47%). The most common reasons given for having a positive view of the police were that the neighbourhood is a low crime area/residents feel safe in their neighbourhood and that there is a good or improved police presence.
- ^{2.3} The districts with the most positive view of the job the police are doing are Central Shropshire (60%) and Bromsgrove (59%). Those with the least positive view, on the other hand, were residents of Malvern Hills (52%), Worcester (52%) and Wyre Forest (51%).
- ^{2.4} Just under a third (31%) of residents said that they know Police or Community Support Officers who work in their local neighbourhood; the same proportion as in 2009. Moreover, around a fifth (21%) of residents said that they have met or spoken to a police officer or community support officer in their local neighbourhood during the previous 3 months. Of these residents, around a third (32%) now have a better opinion of the police, whereas the majority (64%) have no change in their opinion of the police while in 2010 residents are significantly more likely to know how to get in touch with their local police officer (44% v 43%).
- ^{2.5} The districts where residents are most satisfied with the frequency with which they see Police or Community Support officers on foot or cycle are Central Shropshire (33%), and Bromsgrove (33%). The least satisfied are residents of Malvern Hills (17%).
- ^{2.6} In 2010 the proportion of residents disagreeing that neighbourhood police understand community issues increased compared with 2009 (9% v 8%). However, the proportion disagreeing that neighbourhood police are dealing with the things that matter to people in communities has stayed the same (14% v 14%).

Involving Communities

- ^{2.7} Under a third (32%) of residents had heard of Partners and Communities Together (PACT) and 2% had attended an event or completed a PACT face-to-face survey or postcard. Main reasons for not attending a PACT event or completing a survey/postcard were given as lack of awareness (49%) and inability to take part (28%).

- 2.8 In 2010, residents are more likely to agree that the local council are dealing with ASB and crime issues that matter than in 2009 (27% v 26% agree) while the proportion agreeing that the local council seek people's views about ASB and crime issues that matter has stayed the same (29% agree) This is also the case for the police (40% and 36% agree respectively).
- 2.9 A similar proportion of residents agree that they are able to influence decisions in 2010 compared with 2009 (19% v 19% agree); while a smaller proportion agree that they are well informed about crime and disorder issues in their neighbourhoods (20% v 21%) and they are involved in decision making that affects changes in their local areas (8% v 7%).

Local Neighbourhood

- 2.10 The districts where most residents think their local neighbourhood has been safe during the 3 months prior to completing the survey are Central Shropshire (84%), South Shropshire (83%), Bromsgrove (83%) and Malvern Hills (83%). The district with the lowest proportion of residents who think their neighbourhood has been safe is Telford and Wrekin (72%).
- 2.11 The proportion of those who feel safe in their local neighbourhood has not changed since 2009 (80%), although in 2010 residents are significantly less likely to have felt fearful about being mugged or robbed in the last 12 months (8% v 9%).
- 2.12 Amongst survey respondents, the issues in their neighbourhood that were most commonly cited in the top three that need to be addressed first were:
- Speeding traffic (41%)
 - Groups of people loitering or hanging around in public places (23%)
 - Under-age drinking (22%)
- 2.13 The proportion of residents who feel a particular issue should be addressed first has significantly increased for all three of these problems.
- 2.14 These same crimes/incidents are also those that residents of West Mercia feel to be some of the worst problems in their neighbourhoods. Around half (48%) of residents said that they can remember actual times when they have felt fearful over the past 3 months about the possibility of any of the crimes/problems specified in 6.2 happening to them in their local neighbourhoods. Residents have felt most fearful over incidents of anti-social behaviour (29%) and vandalism or damage to property (24%).
- 2.15 The proportion saying that they feel less safe in the local neighbourhood compared to 3 months ago is higher than the proportion of those saying they feel more safe (7% v 5%).
- 2.16 For around a fifth (18%) of residents, crime and anti-social behaviour is a problem in their local neighbourhoods and for 44% it is considered to impact to a big or slight extent upon the quality of day-to-day life in their neighbourhoods. A smaller proportion of residents believe that crime and anti-social behaviour rates have got better as those who think they have got worse (6% v 7%).

Experience of Crime and Reporting Crime

- 2.17 Less than 1 in 10 residents (8%) say that they have personally been the victim of crime whilst in their local neighbourhood, in the last 3 months. The most commonly experienced crime is vandalism or damage to property (4.5%) followed by harassment in a public place (2.1%) and house burglary (0.8%).
- 2.18 Many of victims of crime did not report the crimes to the police. Main reasons given for not reporting crimes were:
- Police would not take it seriously/would not have been interested (39%)
 - Thought it was unlikely that anyone would get caught (39%)
 - Police couldn't have done anything (36%)

Perception v Experience

- 2.19 When experience of crime and fear of crime are ranked by District and compared it is clear that the two are often matched - Worcester is ranked first (highest) for both experience and fear of crime, and South Shropshire lowest for both. However this is not always the case – Herefordshire is ranked 5th for experience of crime but 10th for fear of crime.

The Criminal Justice System

- 2.20 Whilst a majority of residents (58%) are confident that the police are effective at catching criminals, relatively few have confidence in the Crown Prosecution Service, the Courts, prisons and the Probation Service. In particular only 12% are confident that the Probation Service is effective at preventing criminals from re-offending and only 13% believe that prisons are effective at rehabilitating offenders.
- 2.21 In general, residents in West Mercia do not have a positive view of the Criminal Justice System (CJS) with a decrease since 2009 in the proportion of residents who agree that the CJS as a whole treats those accused of a crime as 'innocent until proven guilty' (50% v 51%). However there has been a significant improvement in the proportion of residents that agree the CJS takes into account the views of victims and witnesses (42% v 40%), and the circumstances surrounding the crime (36% v 34%)
- 2.22 However, more than three fifths of residents (60%) agree that the CJS is too soft on those accused of committing a crime.
- 2.23 Taking the Criminal Justice System as a whole, only a low proportion (34%) of residents are confident that it is effective, although a higher proportion (42%) think that it is fair.

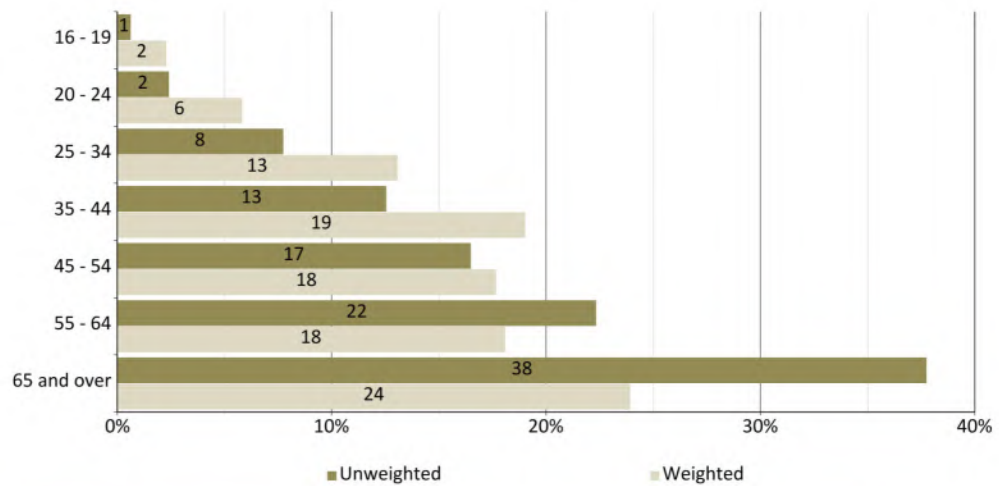
Safer Roads Partnership

- 2.1 Just over a quarter (27%) of residents said that they had heard of the Safer Roads Partnership (SRP). The majority of these residents (81%) had heard of the SRP as a result of speed enforcement activities taking place.

- ^{2.2} Residents stated that the best way for the police to communicate road safety messages would be via local Newspaper articles (61%), through schools/colleges (35%), and TV advertising (34%).
- ^{2.3} Residents showed varying levels of awareness of the range of road safety messages over the last three months highlighted from the highest (Speeding) at 55% to the lowest ('Think Bike' and 'Driving whilst Tired/taking a break') at 1%.

Chapter 3: Demographic Information

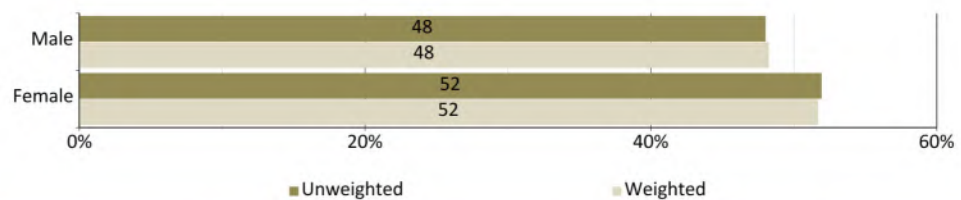
3.1 Age of respondents



	Unweighted Responses	Unweighted %	Population 16+ Total	Population 16+ %	Weighted %
16 - 19	94	0.6	31,200	3.3	2.3
20 - 24	358	2.4	60,000	6.4	5.8
25 - 34	1145	7.8	122,100	13.0	13.1
35 - 44	1851	12.5	178,000	19.0	19.0
45 - 54	2436	16.5	163,500	17.5	17.7
55 - 64	3296	22.3	165,700	17.7	18.1
65 and over	5571	37.8	215,500	23.0	24.0
None stated	217				

The total population figures are taken from the ONS Mid-year Population Estimates (2007)

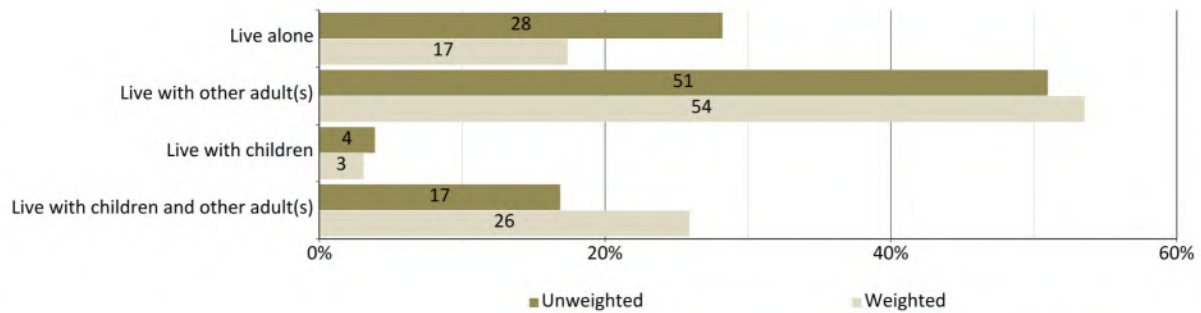
3.2 Gender of respondents



	Unweighted Responses	Unweighted %	Population 16+ Total	Population 16+ %	Weighted %
Male	6978	48.1	455,100	48.6	48.3
Female	7544	51.9	480,900	51.4	51.7
None stated	446				

The total population figures are taken from the ONS Mid-year Population Estimates (2007)

3.3 Respondents' household structure



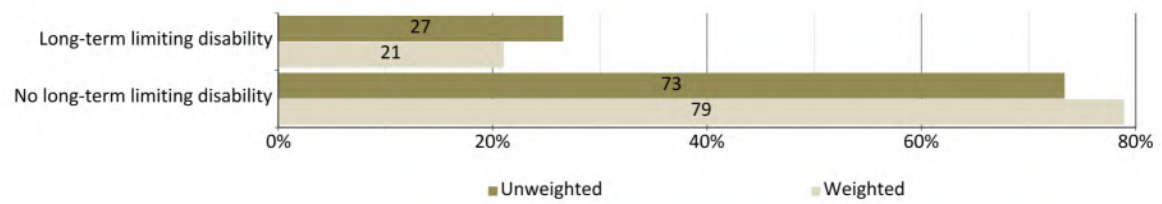
	Unweighted Responses	Unweighted %	Weighted %
Live alone	4168	28.2	17.4
Live with other adult(s)	7530	51.0	53.6
Live with children	578	3.9	3.1
Live with children and other adult(s)	2491	16.9	25.9
None stated	201		

3.4 Ethnic group of respondents

	Unweighted Responses	Unweighted %	Population 16+ Total	Population 16+ %	Weighted %
WHITE British	14221	97.0	893,200	96.1	95.5
WHITE Irish	99	0.7	7,100	0.8	0.7
WHITE Any other White background	156	1.1	11,400	1.2	1.6
MIXED White and Black Caribbean	20	0.1	1,300	0.1	0.1
MIXED White and Black African	4	0.0	300	0.0	0.1
MIXED White and Asian	14	0.1	1,000	0.1	0.1
MIXED Any other Mixed background	6	0.0	800	0.1	0.0
BLACK OR BLACK BRITISH Caribbean	20	0.1	1,700	0.2	0.4
BLACK OR BLACK BRITISH African	9	0.1	700	0.1	0.3
BLACK OR BLACK BRITISH Any other Black background	2	0.0	200	0.0	0.0
ASIAN OR ASIAN BRITISH Indian	46	0.3	3,700	0.4	0.2
ASIAN OR ASIAN BRITISH Pakistani	25	0.2	3,000	0.3	0.3
ASIAN OR ASIAN BRITISH Bangladeshi	2	0.0	700	0.1	0.1
ASIAN OR ASIAN BRITISH Any other Asian background	9	0.1	800	0.1	0.0
CHINESE OR OTHER ETHNIC GROUP Chinese	11	0.1	2,000	0.2	0.2
CHINESE OR OTHER ETHNIC GROUP Any other background	16	0.1	1,500	0.2	0.3
Sub-totals					
Any background other than White British	439	3.0	36200	3.9	4.5
Any White background other than White British	255	1.7	18500	2.0	2.3
Any background other than White	184	1.3	17700	1.9	2.1
None stated	308				

The total population figures are taken from the ONS Mid-year Population Estimates (2007)

3.5 Respondents with long-term illness, health problem or disabilities which limits their daily activity or the work they can do (including problems due to old age)?



	Unweighted Responses	Unweighted %	Weighted %
Long-term limiting disability	3851	26.6	21.1
No long-term limiting disability	10621	73.4	78.9
None stated	496		

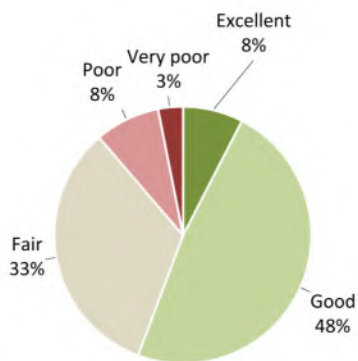
3.6 Sample profile by district

	Unweighted Responses	Unweighted %	Population 16+ Total	Population 16+ %	Weighted %
Herefordshire	2034	13.6	142,400	15.2	15.5
North Shropshire	945	6.3	79,000	8.4	5.0
Central Shropshire	2854	19.1	75,700	8.1	15.7
South Shropshire	766	5.1	76,200	8.1	3.6
Bromsgrove	928	6.2	72,700	7.8	7.7
Redditch	1058	7.1	61,700	6.6	6.7
Wyre Forest	1146	7.7	79,100	8.4	8.4
Malvern Hills	931	6.2	58,800	6.3	6.2
Worcester	1155	7.7	73,600	7.9	7.9
Wychavon	1169	7.8	93,600	10.0	9.9
Telford and Wrekin	1969	13.2	123,300	13.2	13.4
None stated	13				

The total population figures are taken from the ONS Mid-year Population Estimates (2007)

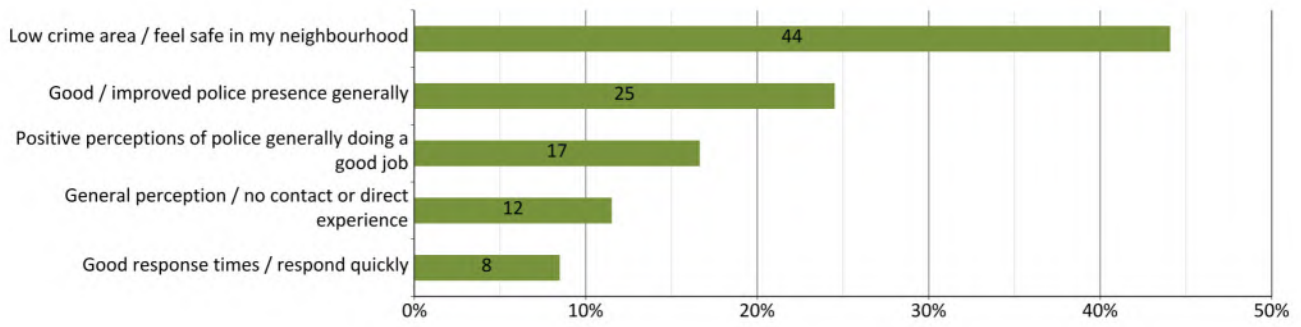
Chapter 4: The Local Police Services

4.1 In your opinion, how good a job do you think the police are doing in your local neighbourhood?

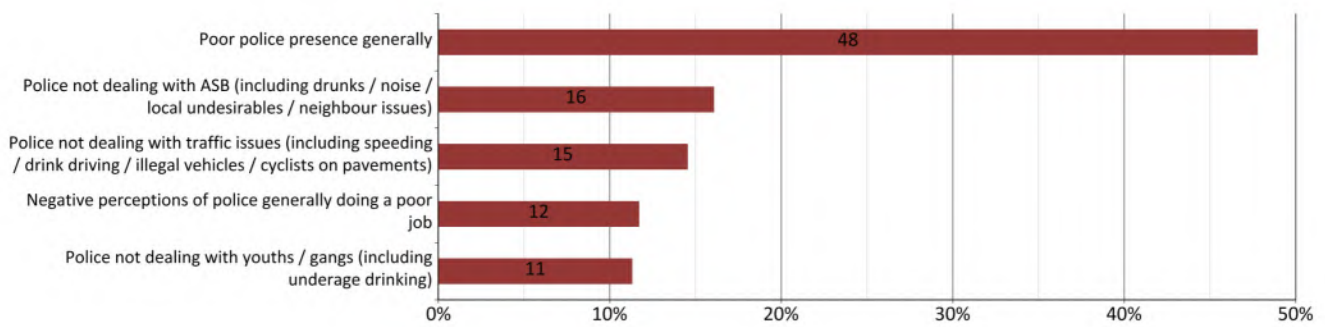


	2010					2009		2008		2007		2006			
	Excellent %	Good %	Fair %	Poor %	Very poor %	Excellent + Good %	Poor + Very poor %	Excellent + Good %	Poor + Very poor %	Excellent + Good %	Poor + Very poor %	Excellent + Good %	Poor + Very poor %		
In your opinion, how good a job do you think the police are doing in your local neighbourhood?	8	48	33	8	3	56	11	55	12	47	14	45	16	46	14

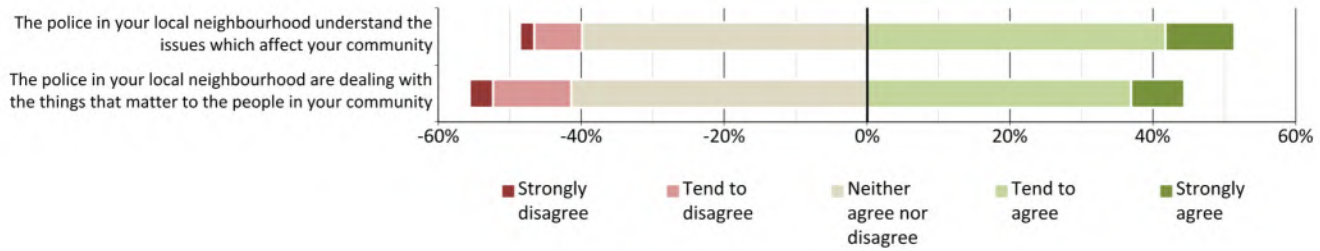
4.2 Why do you say this? Top FIVE reasons given by those who stated Good or Excellent



4.3 Why do you say this? Top FIVE reasons given by those who stated Poor or Very Poor

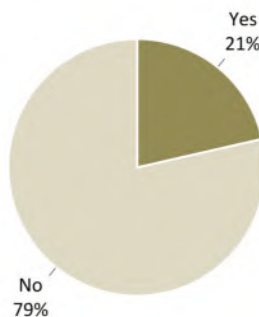


4.4 Please indicate if you agree or disagree with the following statements:



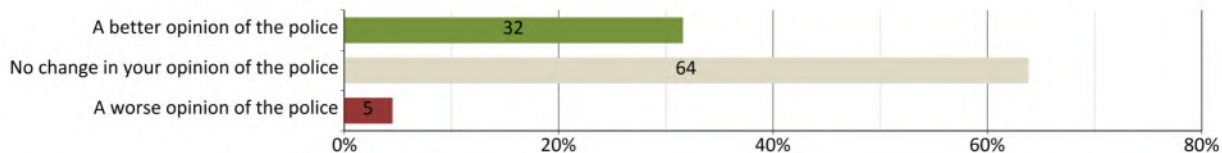
	2010					2009		2008		2007			
	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %		
The police in your local neighbourhood understand the issues which affect your community	10	42	40	7	2	51	9	52	8	47	9	46	16
The police in your local neighbourhood are dealing with the things that matter to the people in your community	7	37	41	11	3	44	14	45	14	39	16	39	22

4.5 In the past 3 months, have you actually met or spoken with a Police Officer or Community Support Officer from your local neighbourhood?



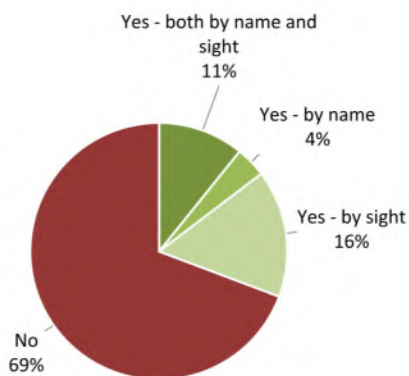
	2010		2009	
	Yes %	No %	Yes %	No %
In the past three months, have you actually met or spoken with a Police Officer or Community Support Officer from your local neighbourhood?	21	79	22	78

4.6 Following your most recent contact with your Local Police Officer or Community Support Officer, do you have:



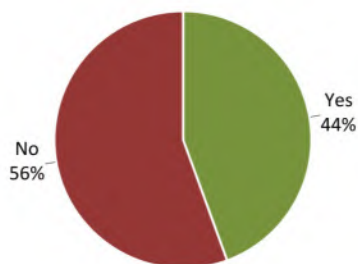
	2010			2009	
	No change in your opinion of the police %	A better opinion of the police %	A worse opinion of the police %	A better opinion of the police %	A worse opinion of the police %
Following your most recent contact with your Local Police Officer or Community Support Officer, do you have:	64	32	5	31	4

4.7 Do you know any of the Police Officers or Community Support Officers who work in your local neighbourhood?



	2010				2009		2008		2007		2006	
	Yes - both by name and sight %	Yes - by name %	Yes - by sight %	No %	Yes %	No %	Yes %	No %	Yes %	No %	Yes %	No %
Do you know any of the Police Officers or Community Support Officers who work in your local neighbourhood?	11	4	16	69	31	69	36	64	32	68	27	73

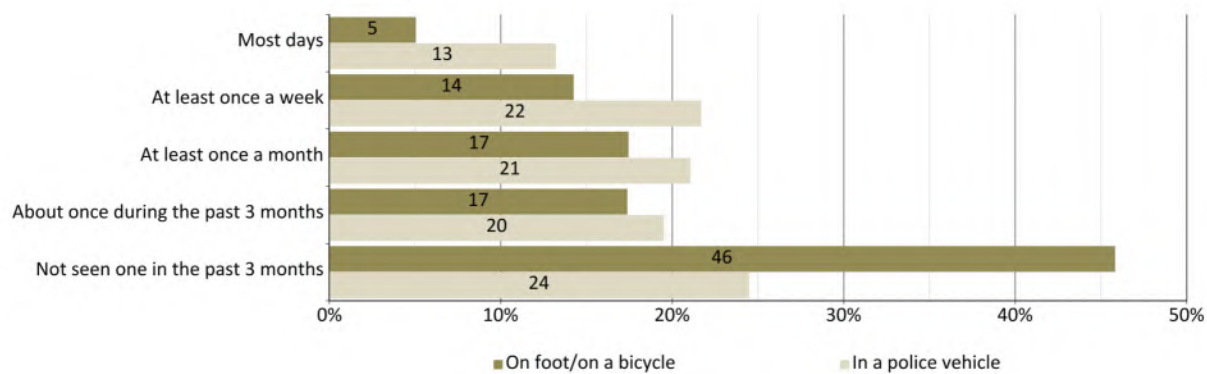
4.8 If you wanted to, would you know how to get in touch with your Local Police Officer or any of the Community Support Officers who work in your local neighbourhood?



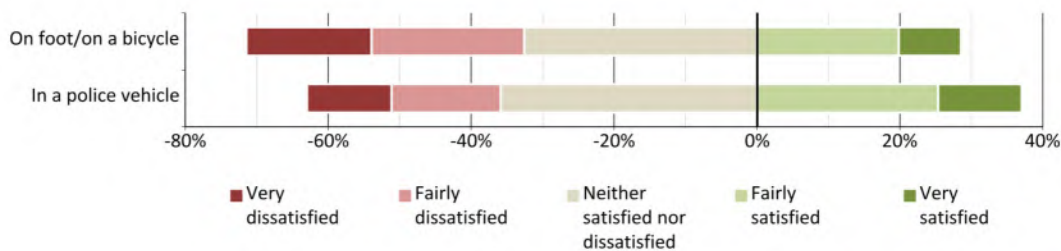
2010		2009		2008	
Yes %	No %	Yes %	No %	Yes %	No %
44	56	43	57	45	55

If you wanted to, would you know how to get in touch with your Local Police Officer or any of the Community Support Officers who work in your local neighbourhood?

4.9 On average, over the past 3 months, how often have you seen a uniformed Police Officer or Community Support Officer in your local neighbourhood:

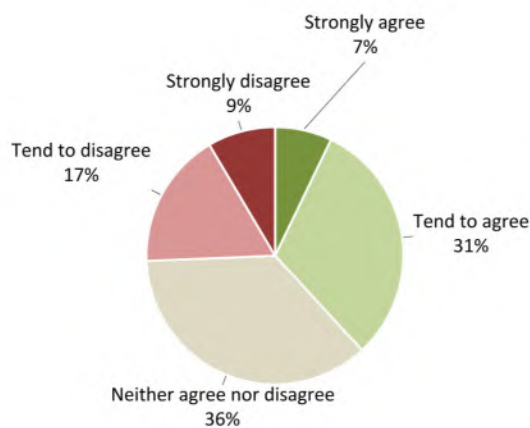


4.10 How satisfied or dissatisfied are you with the frequency with which you have seen a Police Officer or a Community Support Officer in your local neighbourhood over the past 3 months:



	2010					2009	
	Very satisfied %	Fairly satisfied %	Neither satisfied nor dissatisfied %	Fairly dissatisfied %	Very dissatisfied %	Very + fairly satisfied %	Very + fairly dissatisfied %
On foot/on a bicycle	9	20	33	21	17	29	38
In a police vehicle	12	25	36	15	12	37	27

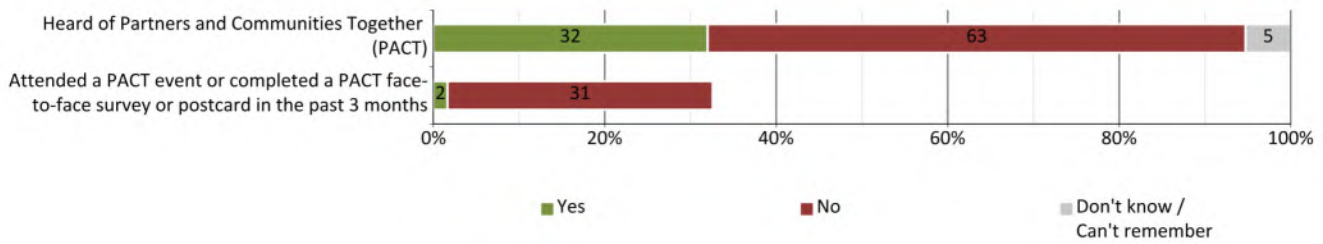
4.11 Do you agree or disagree that the council tax for policing of around £174 per year (Band D) offers value for money



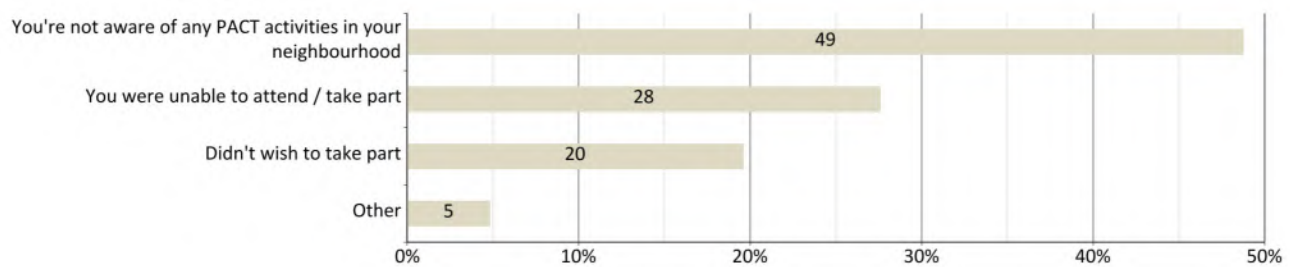
	2010					2009	
	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Strongly + tend to agree %	Strongly + tend to disagree %
The council tax for policing of around £174 per year (Band D) offers value for money	7	31	36	17	9	38	26
						37	26

Chapter 5: Involving Communities

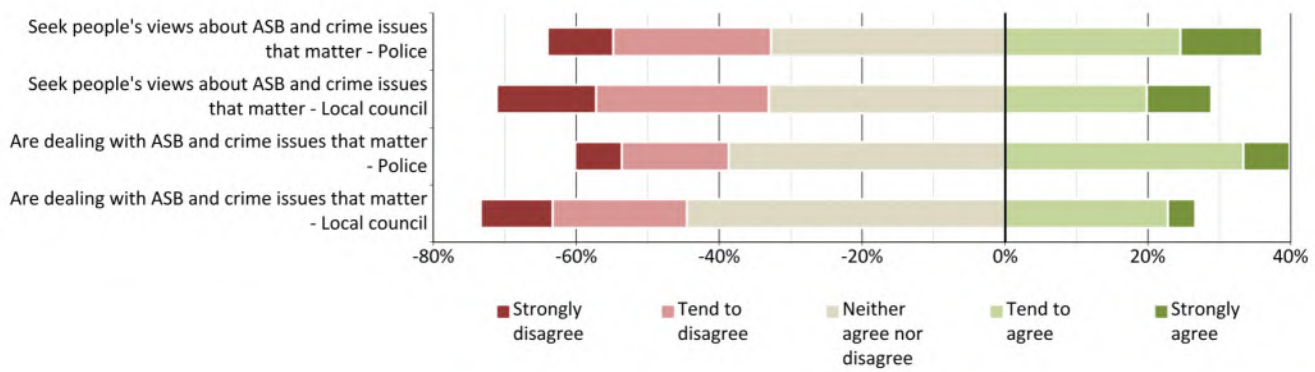
5.1 (i) Until now, had you heard of Partners And Communities Together (PACT), and (ii) in the past 3 months, have you attended a PACT event (such as a PACT meeting, surgery or community walkabout) or completed a PACT face-to-face survey or postcard?



5.2 Of those who had heard of PACT but had not attended an event or completed a survey... Reasons for not participating:

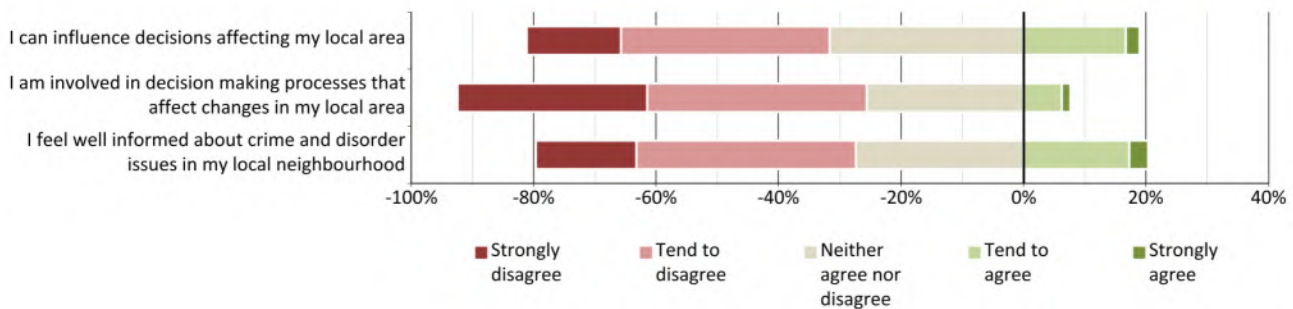


5.3 How much would you agree or disagree that (i) the police and (ii) the local council (a) seek people's views about and (b) are dealing with the anti-social behaviour and crime issues that matter in this area.



	2010					2009		2008	
	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %
Seek people's views about ASB and crime issues that matter - Police	11	25	33	22	9	36	31	36	32
Seek people's views about ASB and crime issues that matter - Local council	9	20	33	24	14	29	38	29	39
Are dealing with ASB and crime issues that matter - Police	6	33	39	15	7	40	22	40	22
Are dealing with ASB and crime issues that matter - Local council	4	23	44	19	10	27	29	26	30

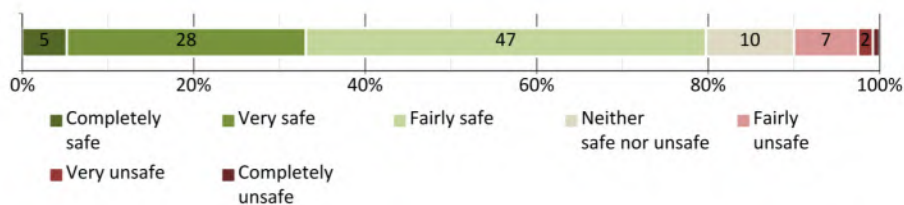
5.4 Please indicate if you agree or disagree with the following statements:



	2010					2009		2008		2007		2006	
	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %
I can influence decisions affecting my local area	2	17	32	34	15	19	49	17	51	25	42	27	43
I am involved in decision making processes that affect changes in my local area	1	6	26	36	31	8	67	7	68	17	51	15	55
I feel well informed about crime and disorder issues in my local neighbourhood	3	17	27	36	16	20	52	21	52	16	54	n/a	n/a

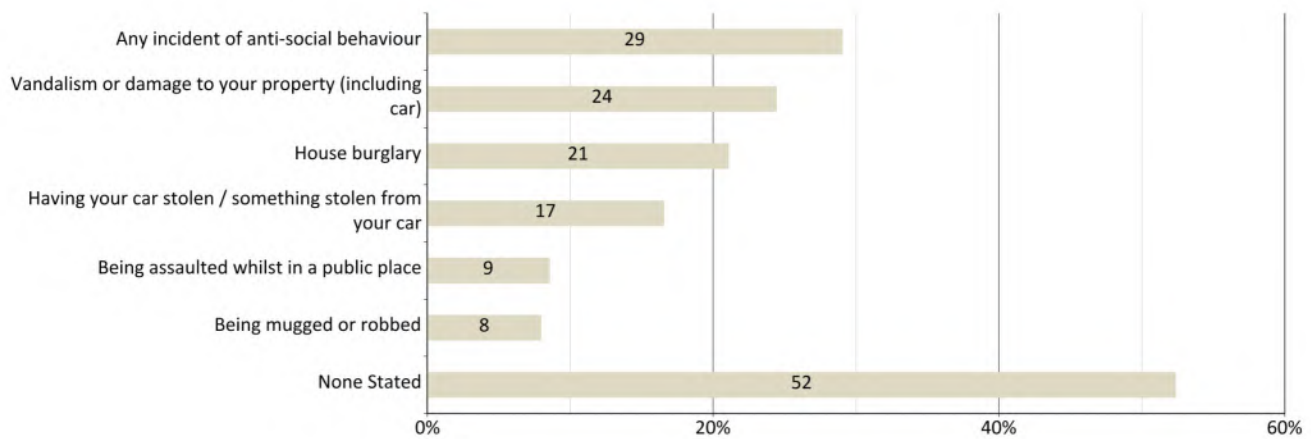
Chapter 6: Local Neighbourhood

6.1 How safe or unsafe do you think your local neighbourhood has been over the last 3 months?



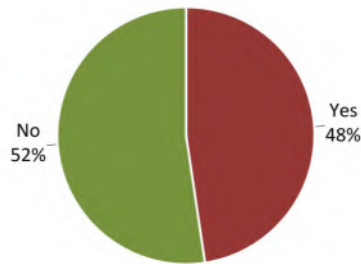
How safe or unsafe do you think your local neighbourhood has been over the last three months?	2010							2009	
	Completely safe %	Very safe %	Fairly safe %	Neither safe nor unsafe %	Fairly unsafe %	Very unsafe %	Completely unsafe %	Safe %	Unsafe %
How safe or unsafe do you think your local neighbourhood has been over the last three months?	5	28	47	10	7	2	1	80	10
								80	10

6.2 In the past 3 months can you remember any actual times when you have felt fearful about the following happening to you in your local neighbourhood?



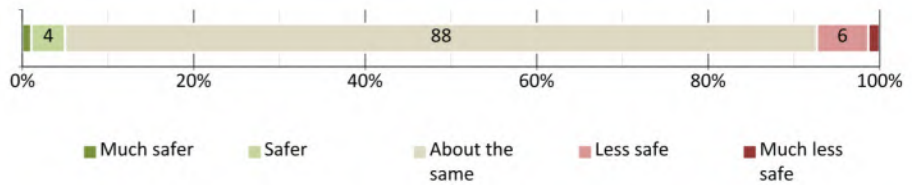
	2010	2009
	Fearful %	Fearful %
Any incident of anti-social behaviour	29	29
Vandalism or damage to your property (including car)	24	25
House burglary	21	21
Having your car stolen / something stolen from your car	17	16
Being assaulted whilst in a public place	9	9
Being mugged or robbed	8	9
None Stated	52	51

6.3 In the past 3 months can you remember any actual times when you have felt fearful about the possibility of any of the crimes/problems specified in 6.2 happening to you in your local neighbourhood?



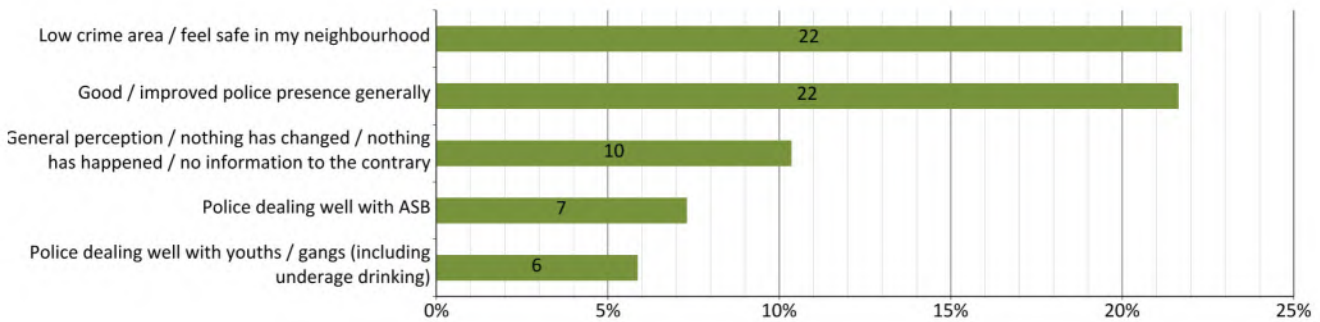
	2010		2009	
	Yes %	No %	Yes %	No %
Fearful of any crime/problem in the past 3 months	48	52	49	51

6.4 Would you say you feel more or less safe in your local neighbourhood compared to 3 months ago?

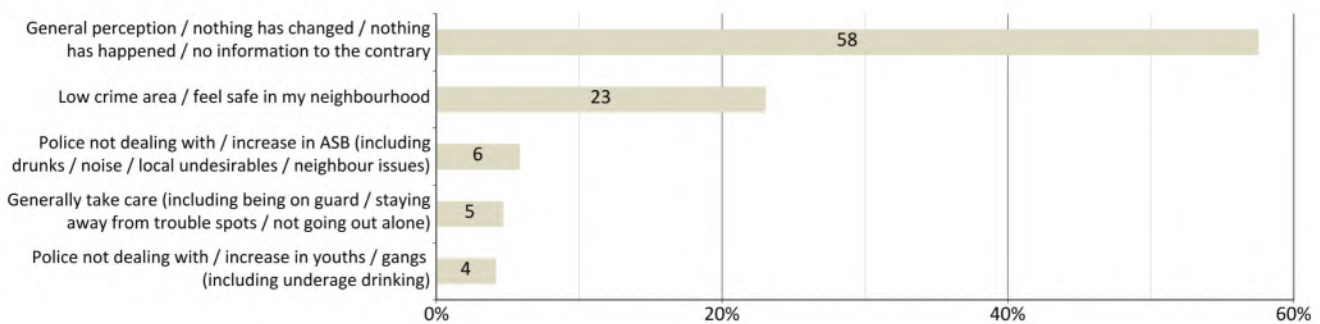


	2010					2009	
	Much safer %	Safer %	About the same %	Less safe %	Much less safe %	Much safer + Safer %	Less safe + Much less safe %
Would you say you feel more or less safe in your local neighbourhood compared to three months ago?	1	4	88	6	1	5	7

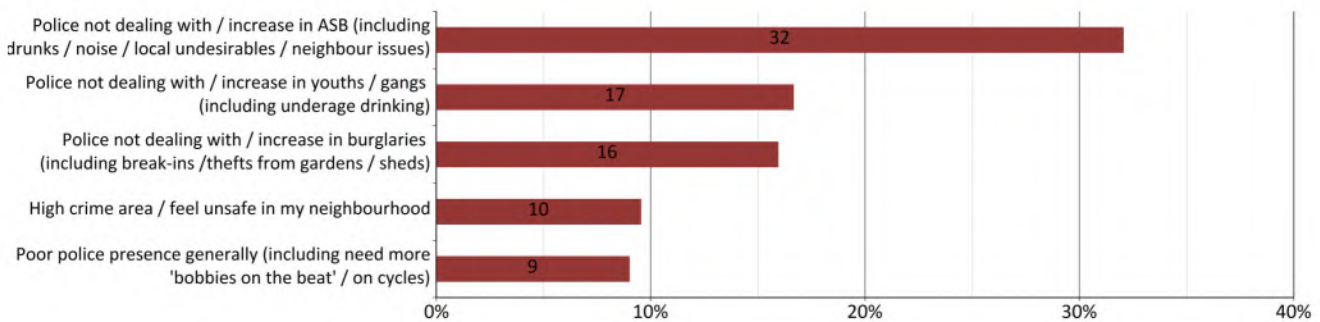
6.5 Why do you say this? Top FIVE reasons given by those who stated Much safer or Safer



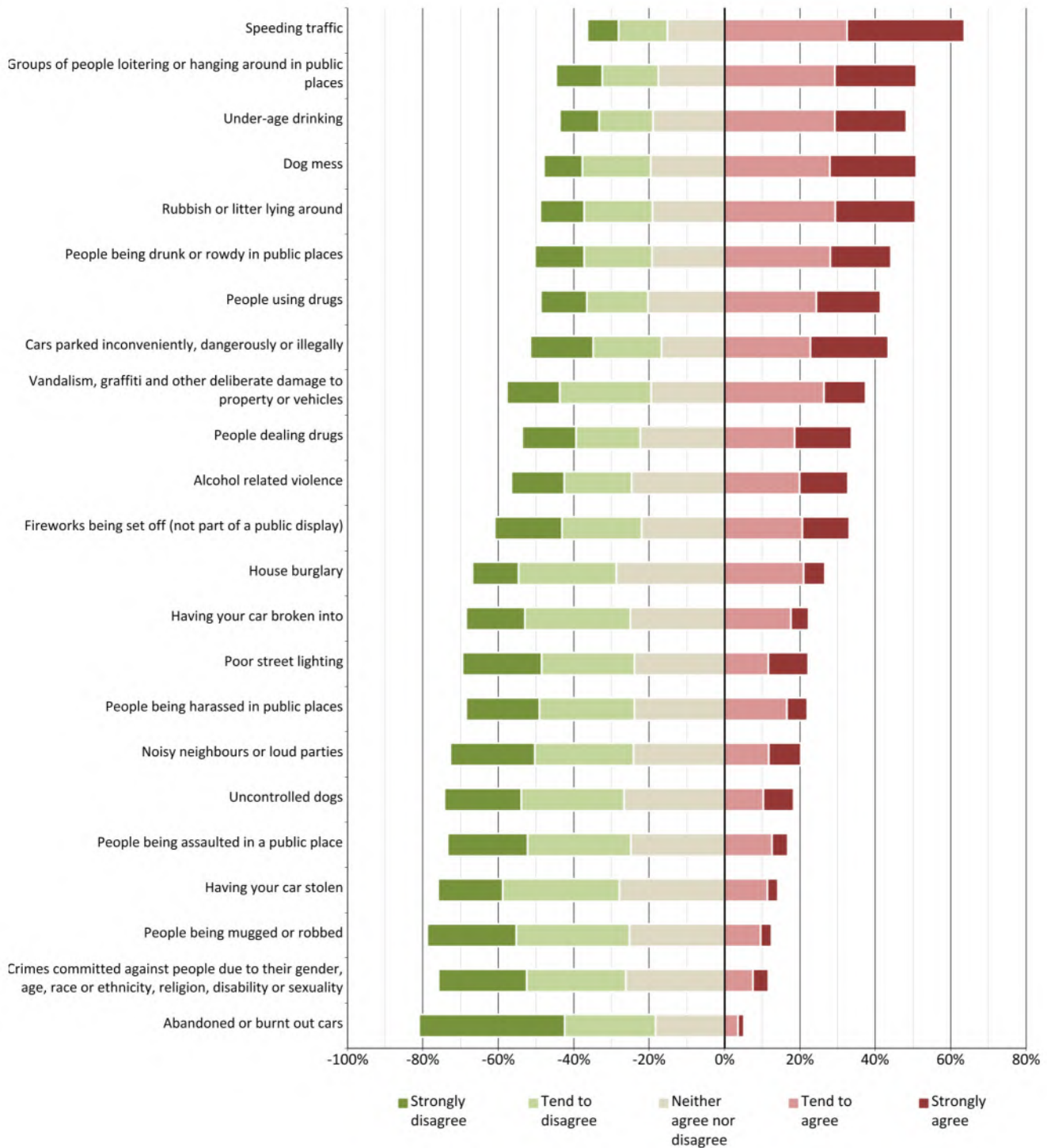
6.6 Why do you say this? Top FIVE reasons given by those who stated About the same



6.7 Why do you say this? Top FIVE reasons given by those who stated Less safe or Much less safe



6.8 How much do you agree or disagree that the following are problems in your local neighbourhood?

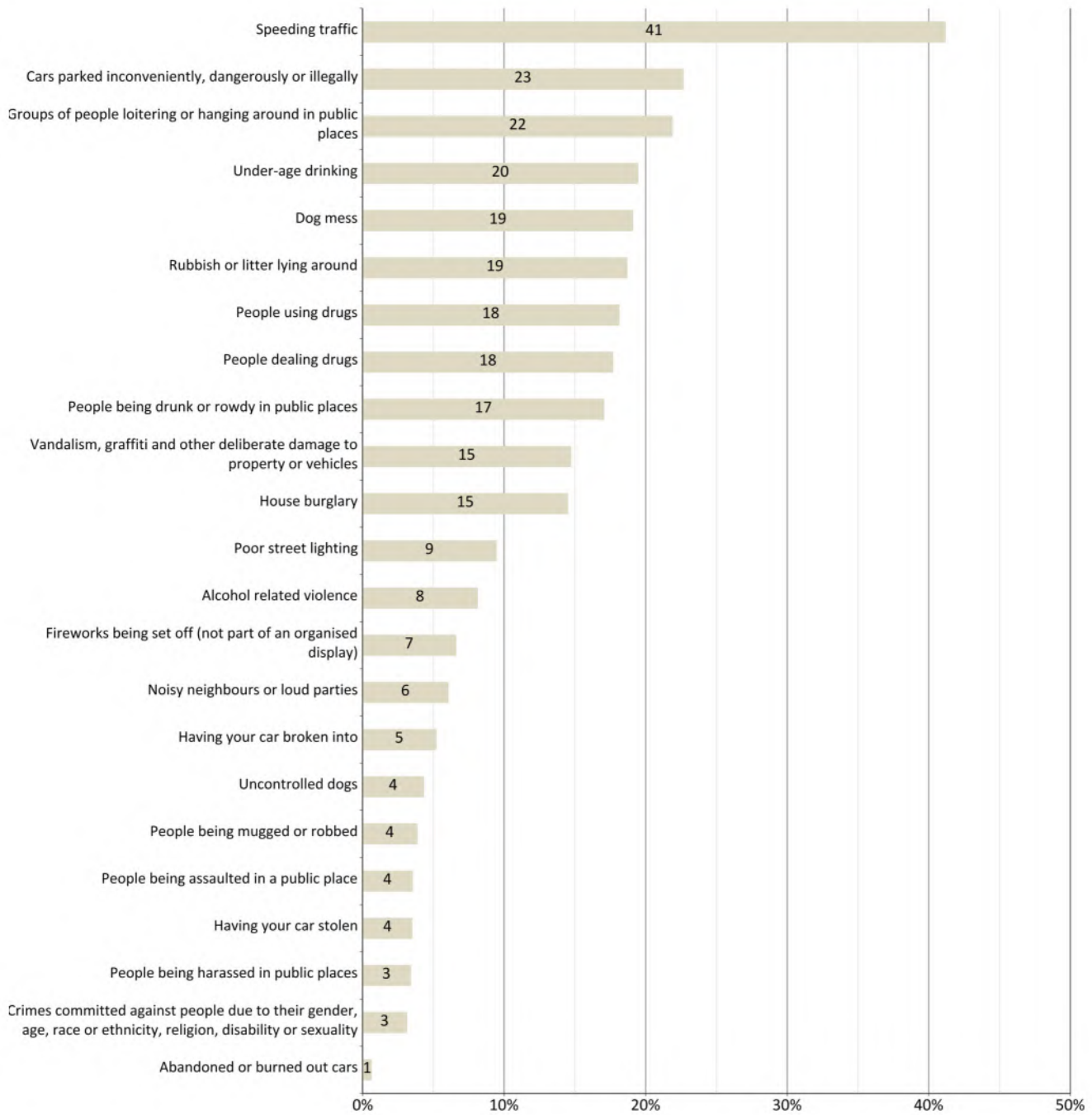


6.8 How much do you agree or disagree that the following are problems in your local neighbourhood?

	2010					2009		2008		2007			
	Strongly agree %	Tend to agree %	Neither agree nor disagree %	Tend to disagree %	Strongly disagree %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %		
Speeding traffic	31	33	15	13	8	64	21	65	20	70	15	74	26
Groups of people loitering or hanging around in public places	23	31	18	15	13	53	28	57	26	66	19	72	28
Under-age drinking	21	32	21	15	11	52	27	56	24	65	18	69	31
Dog mess	23	28	20	18	10	52	29	52	29	53	25	60	40
Rubbish or litter lying around	21	30	19	18	12	51	30	52	29	56	24	62	38
People being drunk or rowdy in public places	17	30	20	19	14	47	33	49	32	56	25	56	44
People using drugs	19	27	22	18	14	46	32	46	30	52	26	60	40
Cars parked inconveniently, dangerously or illegally	22	24	18	19	18	46	37	47	36	50	31	55	45
Vandalism, graffiti and other deliberate damage to property or vehicles	12	28	20	25	15	39	40	41	38	51	30	64	36
People dealing drugs	17	21	26	19	16	39	36	38	35	44	30	52	48
Alcohol related violence	14	22	28	20	16	37	36	39	34	47	26	53	47
Fireworks being set off (not part of a public display)	13	22	23	22	19	35	41	39	38	51	28	51	49
House burglary	6	22	31	28	13	28	41	29	40	39	30	52	48
Having your car broken into	5	19	28	31	17	25	48	25	47	36	36	n/a	n/a
Poor street lighting	12	13	26	27	23	24	50	27	48	30	42	34	66
People being harassed in public places	6	18	26	28	21	24	49	25	48	33	38	40	60
Noisy neighbours or loud parties	9	13	26	28	24	22	52	20	55	24	46	29	71
Uncontrolled dogs	9	11	29	29	22	20	51	19	53	22	47	26	74
People being assaulted in a public place	5	14	28	30	24	19	54	20	52	27	42	30	70
Having your car stolen	3	13	31	34	19	16	53	16	53	25	42	n/a	n/a
People being mugged or robbed	3	10	28	33	26	14	59	14	58	22	47	25	75
Crimes committed against people due to their gender, age, race or ethnicity, religion, disability or sexuality	5	9	30	30	27	13	57	14	56	18	48	20	80
Abandoned or burnt out cars	2	4	21	28	45	6	73	7	73	11	63	17	83

Note that questions in 2007 were asked using a 4-point response scale (i.e. the "Neither Agree nor Disagree" category was not included) therefore it is not possible to track significant differences for this question between 2008 and 2007

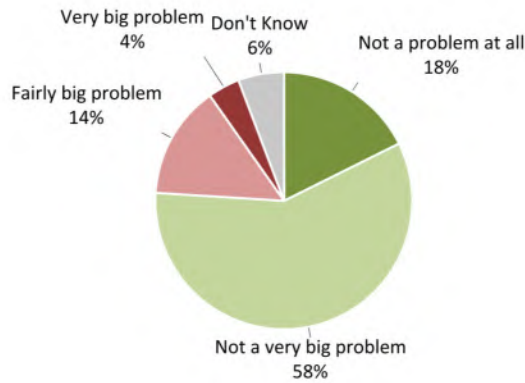
6.9 Of the issues listed, which THREE do you think need to be addressed first?



6.9 Of the issues listed, which THREE do you think need to be addressed first?

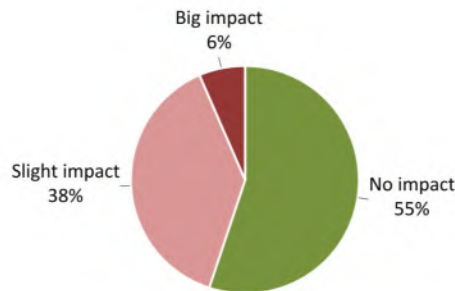
	2010	2009	2008	2007	2006
	Within top THREE %	Within top THREE %	Within top THREE %	Within top THREE %	Within top THREE %
Speeding traffic	41	36	35	22	25
Cars parked inconveniently, dangerously or illegally	23	19	17	12	12
Groups of people loitering or hanging around in public places	22	21	24	19	20
Under-age drinking	20	19	21	17	16
Dog mess	19	15	11	6	7
Rubbish or litter lying around	19	15	13	7	8
People using drugs	18	14	15	15	15
People dealing drugs	18	15	15	18	19
People being drunk or rowdy in public places	17	15	14	9	10
Vandalism, graffiti and other deliberate damage to property or vehicles	15	12	15	20	19
House burglary	15	12	13	15	16
Poor street lighting	9	9	7	4	5
Alcohol related violence	8	8	9	7	9
Fireworks being set off (not part of an organised display)	7	7	9	5	6
Noisy neighbours or loud parties	6	4	4	3	4
Having your car broken into	5	4	4	n/a	n/a
Uncontrolled dogs	4	3	2	2	2
People being mugged or robbed	4	4	5	5	6
People being assaulted in a public place	4	4	4	4	4
Having your car stolen	4	3	3	n/a	n/a
People being harassed in public places	3	3	3	4	4
Crimes committed against people due to their gender, age, race or ethnicity, religion, disability or sexuality	3	3	3	3	3
Abandoned or burned out cars	1	1	1	1	1

6.10 In your view, how much of a problem, if at all, would you say that crime and anti-social behaviour is in your local neighbourhood?



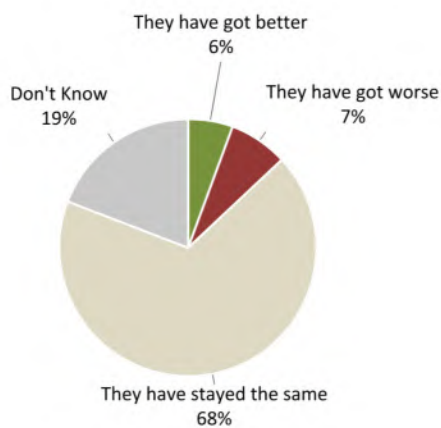
In your view, how much of a problem, if at all, would you say that crime and anti-social behaviour is in your local neighbourhood?	2010					2009	
	Not a problem at all %	Not a very big problem %	Fairly big problem %	Very big problem %	Don't Know %	Not a very big problem + not a very big problem %	Very big problem + fairly big problem + not a very big problem %
	18	58	14	4	6	76	18
						75	19

6.11 How much of an impact, if any, does crime and anti-social behaviour have on the quality of your day-to-day life in your local neighbourhood?



How much of an impact, if any, does crime and anti-social behaviour have on the quality of your day-to-day life in your local neighbourhood?	2010			2009	
	No impact %	Slight impact %	Big impact %	No impact + slight impact %	Big + slight impact %
	55	38	6	55	45
				55	45

6.12 When thinking about the last 3 months, do you think that crime and anti-social behaviour rates have got better, got worse or stayed the same in your local neighbourhood?



	2010			2009	
	Don't Know %	They have stayed the same %	They have got better %	They have got worse %	They have got better %
When thinking about the last three months, do you think that crime and anti-social behaviour rates have got better, got worse or stayed the same in your local neighbourhood?	19	68	6	7	7

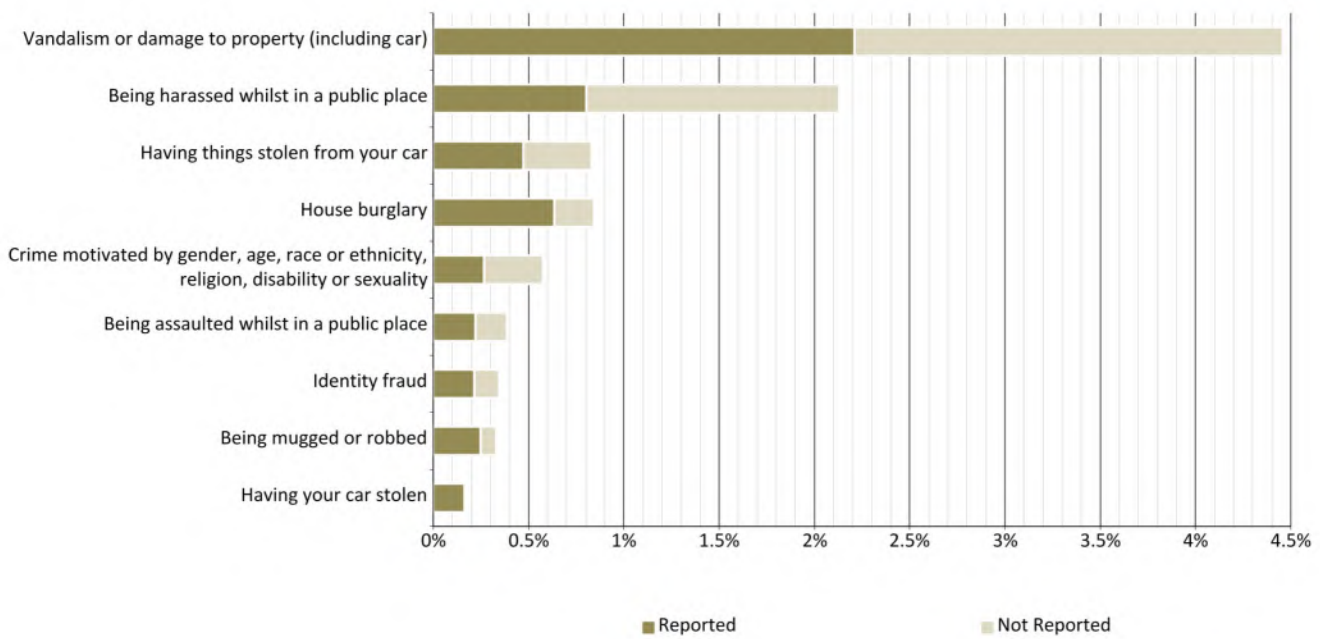
Chapter 7: Experience of Crime and Reporting Crime

7.1 Have you personally been a victim of crime whilst in your local neighbourhood in the last 3 months?



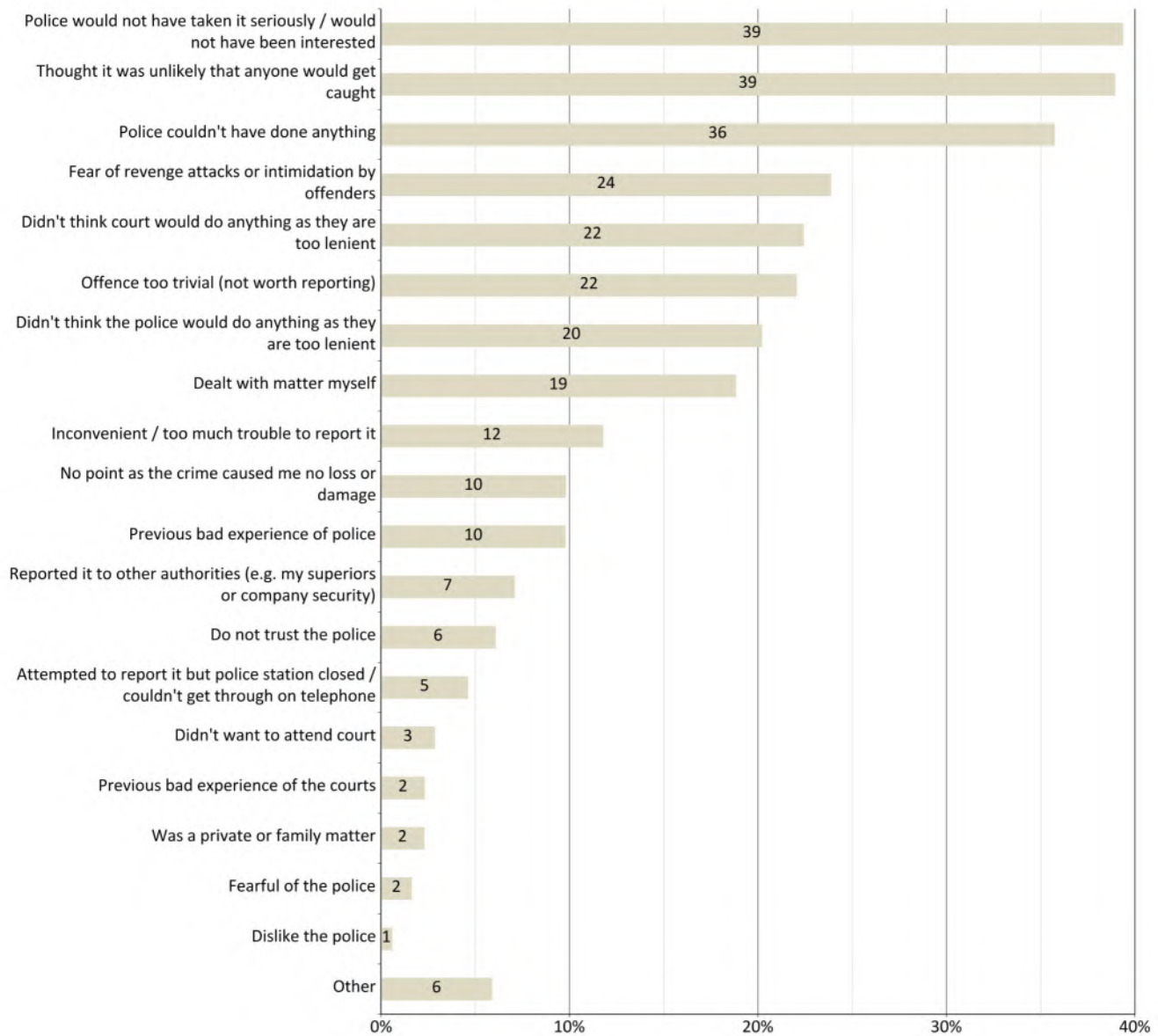
	2010		2009	
Have you personally been a victim of crime whilst in your local neighbourhood in the last three months?	8	92	9	91

7.2 In the past 3 months (a) which of the following crime types were you personally a victim of, and (b) did you report the crime(s) to the police?



	Experienced %	2010			
		Reported %	Not reported %	Experienced but not reported %	Experienced but not reported %
Vandalism or damage to property (including car)	4.5	50	50	2.2	2.2
Being harassed whilst in a public place	2.1	38	62	0.8	1.3
Having things stolen from your car	0.8	57	43	0.5	0.4
House burglary	0.8	76	24	0.6	0.2
Crime motivated by gender, age, race or ethnicity, religion, disability or sexuality	0.6	47	53	0.3	0.3
Being assaulted whilst in a public place	0.4	57	43	0.2	0.2
Identity fraud	0.3	63	37	0.2	0.1
Being mugged or robbed	0.3	76	24	0.3	0.1
Having your car stolen	0.2	98	2	0.2	0.0

7.3 Why did you not report the crime(s) to the police?

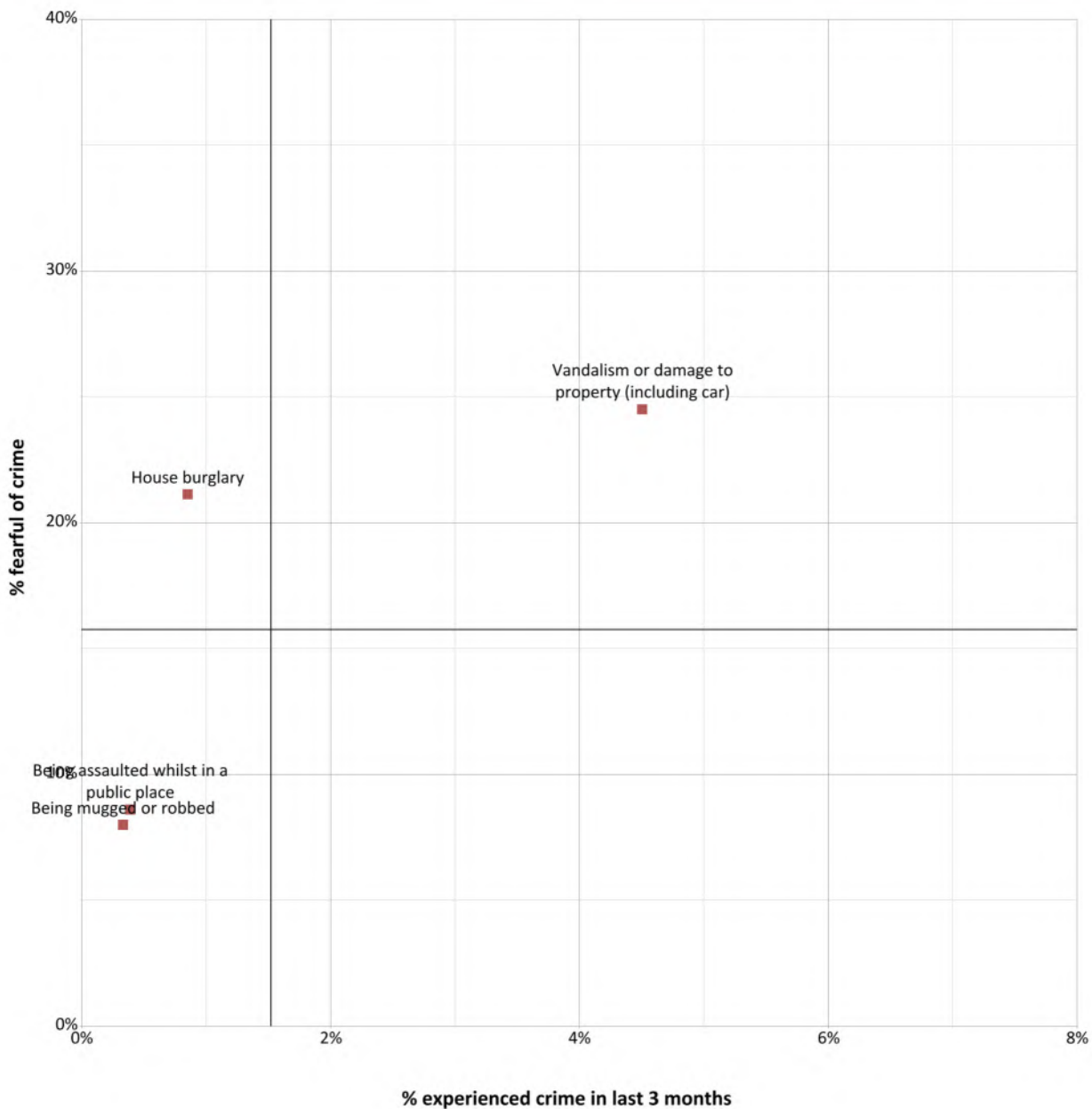


7.3 Why did you not report the crime(s) to the police?

	2010 Experienced but did not report a crime %	2009 Experienced but did not report a crime %
Police would not have taken it seriously / would not have been interested	39	46
Thought it was unlikely that anyone would get caught	39	43
Police couldn't have done anything	36	35
Fear of revenge attacks or intimidation by offenders	24	27
Didn't think court would do anything as they are too lenient	22	18
Offence too trivial (not worth reporting)	22	23
Didn't think the police would do anything as they are too lenient	20	21
Dealt with matter myself	19	15
Inconvenient / too much trouble to report it	12	14
No point as the crime caused me no loss or damage	10	11
Previous bad experience of police	10	15
Reported it to other authorities (e.g. my superiors or company security)	7	4
Do not trust the police	6	6
Attempted to report it but police station closed / couldn't get through on telephone	5	4
Didn't want to attend court	3	2
Previous bad experience of the courts	2	2
Was a private or family matter	2	2
Fearful of the police	2	2
Dislike the police	1	1
Other	6	9

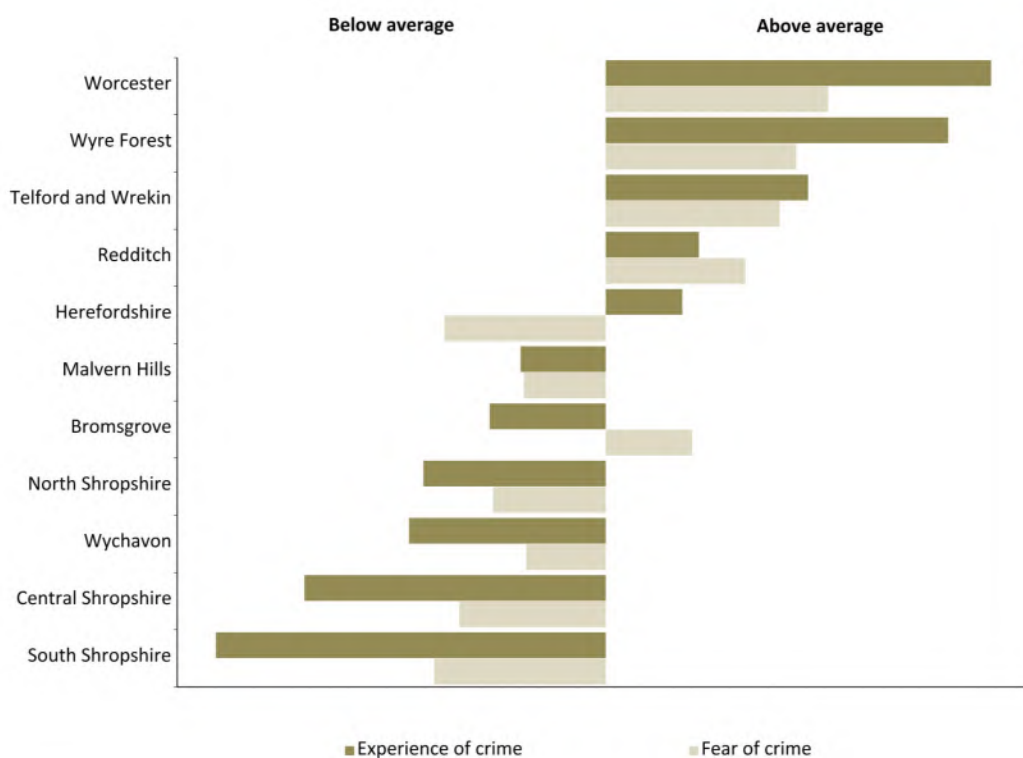
Chapter 8: Perception v Experience

8.1 Fear of crime compared to experience of crime over last 3 months



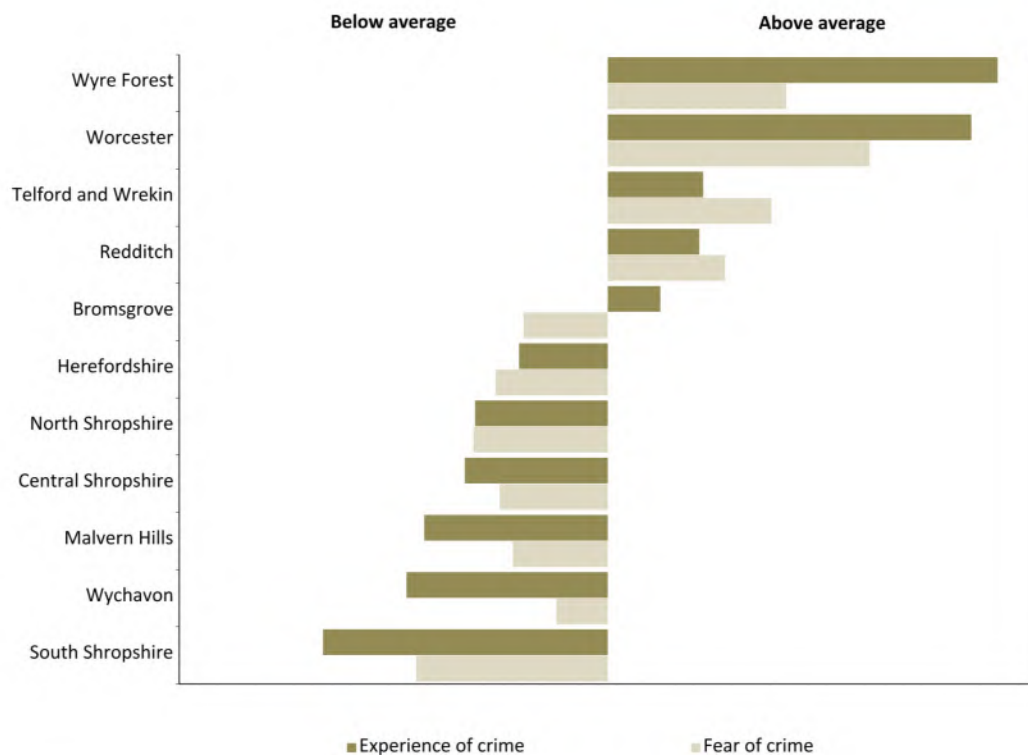
8.2 Experience and fear of any crime over the last 3 months by District

		Experience of crime		Fear of crime	
		%	Rank	%	Rank
	Bromsgrove	7.7	7	51.0	5
	Central Shropshire	6.4	10	41.8	9
	Herefordshire	9.0	5	41.2	10
	Malvern Hills	7.9	6	44.3	7
	North Shropshire	7.2	8	43.1	8
	Redditch	9.1	4	53.1	4
	South Shropshire	5.7	11	40.8	11
	Telford and Wrekin	9.9	3	54.5	3
	Worcester	11.2	1	56.4	1
	Wychavon	7.1	9	44.4	6
	Wyre Forest	10.9	2	55.1	2
	OVERALL	8.5	-	47.6	-



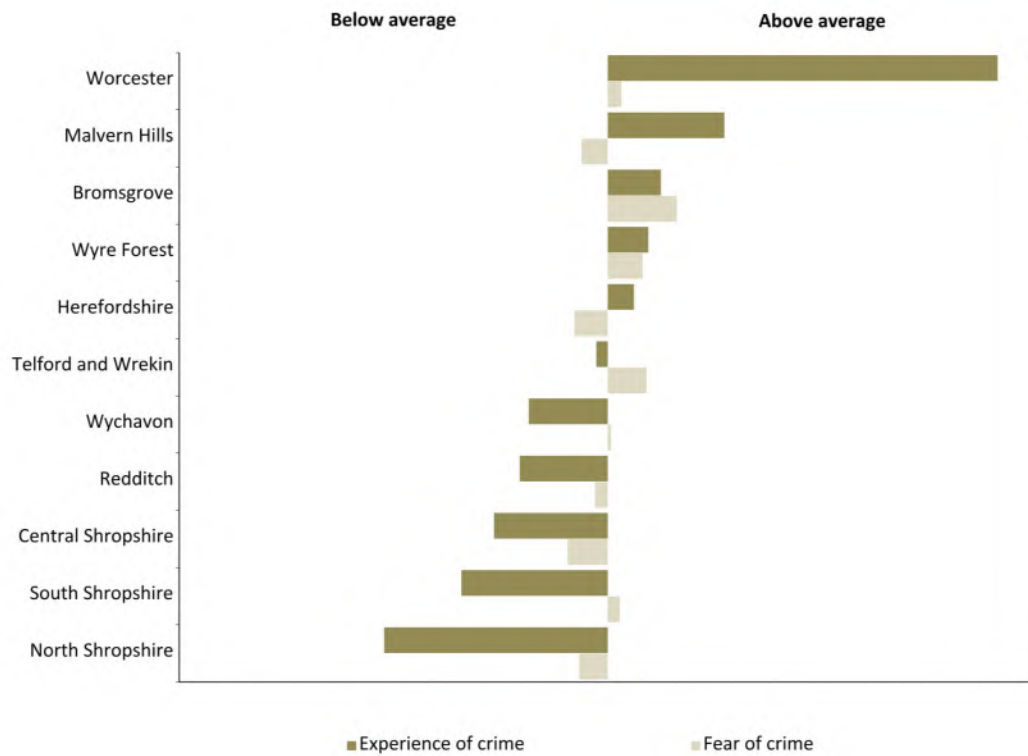
8.3 Vandalism or damage to your property (including car) by District

	Experience of crime		Fear of crime	
	%	Rank	%	Rank
Bromsgrove	4.8	5	21.5	6
Central Shropshire	3.6	8	20.7	8
Herefordshire	3.9	6	20.5	9
Malvern Hills	3.3	9	21.1	7
North Shropshire	3.6	7	19.7	10
Redditch	5.1	4	28.7	4
South Shropshire	2.6	11	17.7	11
Telford and Wrekin	5.1	3	30.3	3
Worcester	6.9	2	33.8	1
Wychavon	3.2	10	22.7	5
Wyre Forest	7.1	1	30.8	2
OVERALL	4.5	-	24.5	-



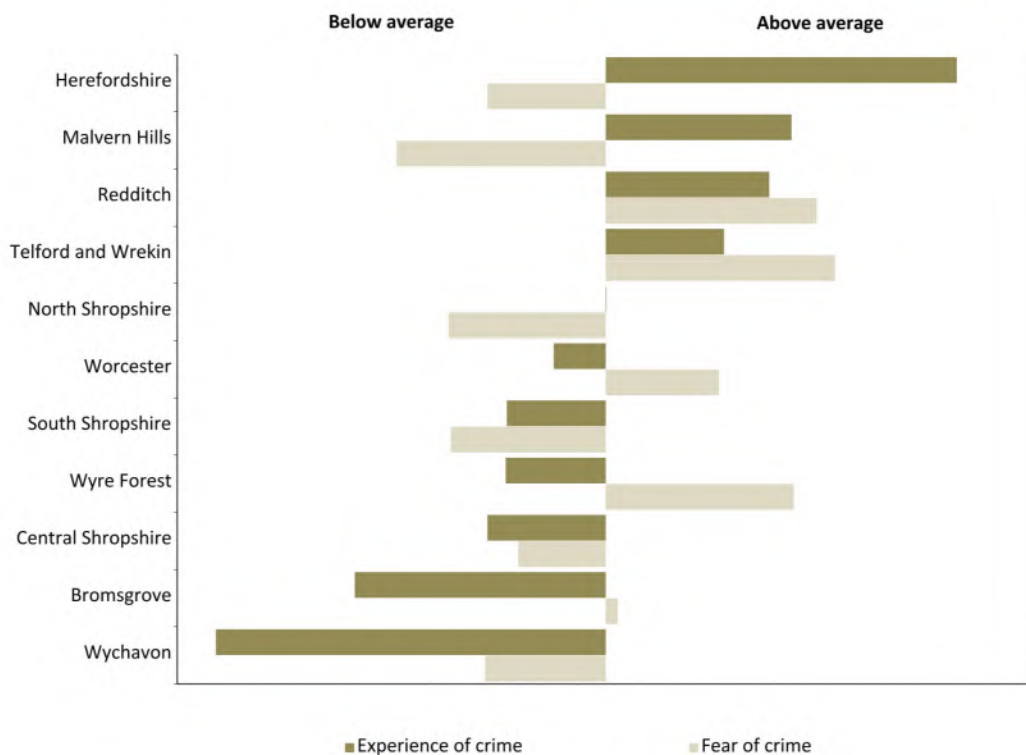
8.4 House burglary by District

	Experience of crime		Fear of crime	
	%	Rank	%	Rank
Bromsgrove	1.0	3	26.2	1
Central Shropshire	0.5	9	18.2	11
Herefordshire	0.9	5	18.7	10
Malvern Hills	1.2	2	19.2	8
North Shropshire	0.2	11	19.0	9
Redditch	0.6	8	20.2	7
South Shropshire	0.4	10	22.0	5
Telford and Wrekin	0.8	6	24.0	2
Worcester	2.0	1	22.1	4
Wychavon	0.6	7	21.4	6
Wyre Forest	1.0	4	23.7	3
OVERALL	0.9	-	21.1	-



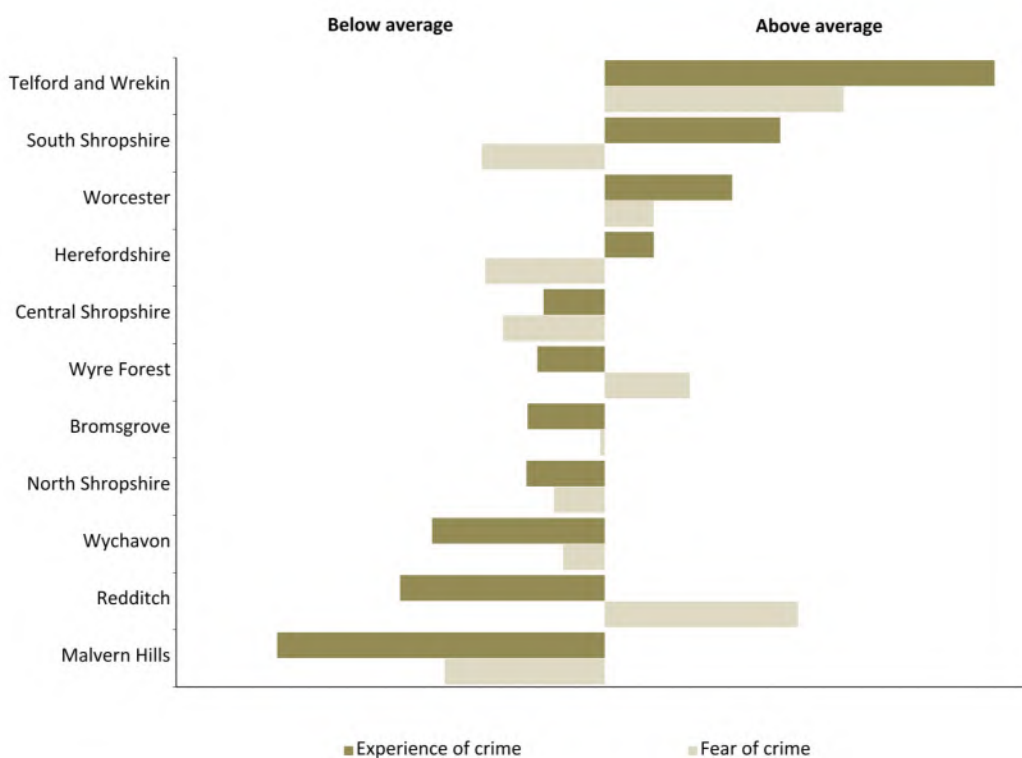
8.5 Being mugged or robbed by District

	Experience of crime		Fear of crime	
	%	Rank	%	Rank
Bromsgrove	0.1	10	8.2	5
Central Shropshire	0.2	9	6.2	6
Herefordshire	0.6	1	5.6	7
Malvern Hills	0.5	2	3.7	11
North Shropshire	0.3	5	4.8	10
Redditch	0.5	3	12.3	2
South Shropshire	0.2	7	4.8	9
Telford and Wrekin	0.4	4	12.7	1
Worcester	0.3	6	10.3	4
Wychavon	0.0	11	5.5	8
Wyre Forest	0.2	8	11.9	3
OVERALL	0.3	-	8.0	-



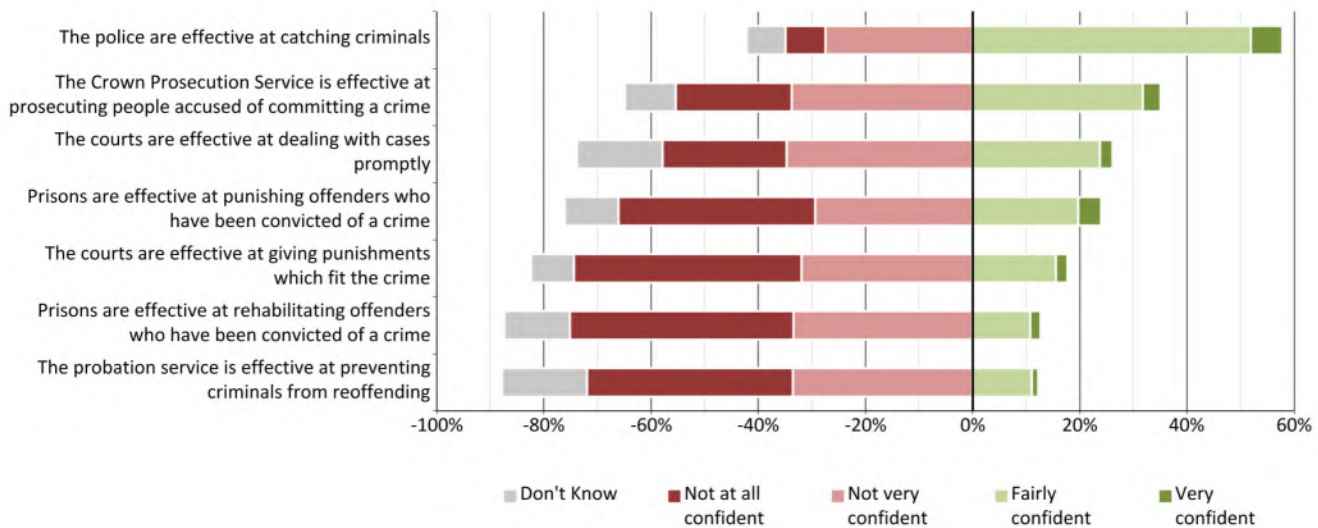
8.6 Being assaulted whilst in a public place by District

	Experience of crime		Fear of crime	
	%	Rank	%	Rank
Bromsgrove	0.3	7	8.5	5
Central Shropshire	0.3	5	6.5	8
Herefordshire	0.4	4	6.2	9
Malvern Hills	0.1	11	5.4	11
North Shropshire	0.3	8	7.6	7
Redditch	0.2	10	12.5	2
South Shropshire	0.6	2	6.1	10
Telford and Wrekin	0.8	1	13.5	1
Worcester	0.5	3	9.6	4
Wychavon	0.2	9	7.8	6
Wyre Forest	0.3	6	10.3	3
OVERALL	0.4	-	8.6	-



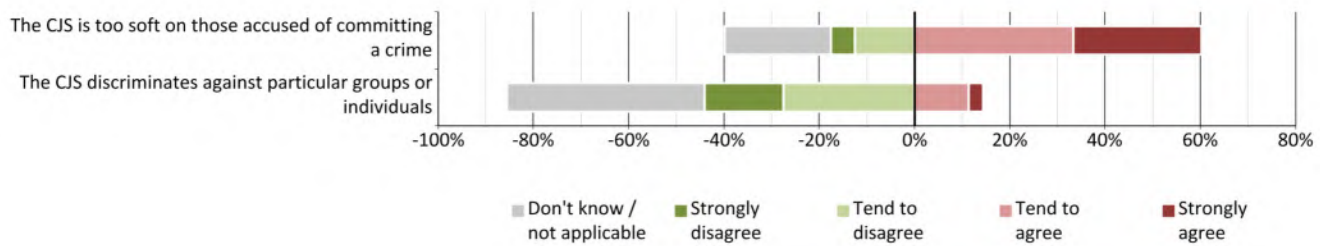
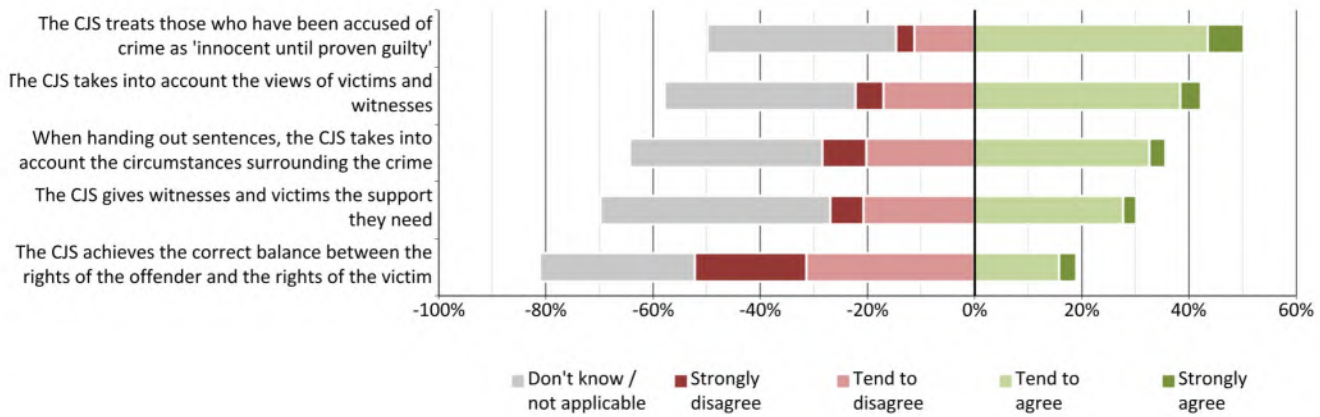
Chapter 9: The Criminal Justice System

9.1 How confident are you that:



	2010					2009		2008	
	Very confident %	Fairly confident %	Not very confident %	Not at all confident %	Don't know %	Very + fairly confident %	Not very + not at all confident %	Very + fairly confident %	Not very + not at all confident %
The police are effective at catching criminals	6	52	27	7	7	58	35	57	35
The Crown Prosecution Service is effective at prosecuting people accused of committing a crime	3	32	34	22	10	35	55	33	57
The courts are effective at dealing with cases promptly	2	24	35	23	16	26	58	25	59
Prisons are effective at punishing offenders who have been convicted of a crime	4	20	29	37	10	24	66	23	66
The courts are effective at giving punishments which fit the crime	2	16	32	42	8	18	74	15	77
Prisons are effective at rehabilitating offenders who have been convicted of a crime	2	11	33	42	12	13	75	13	73
The probation service is effective at preventing criminals from reoffending	1	11	34	38	16	12	72	11	72

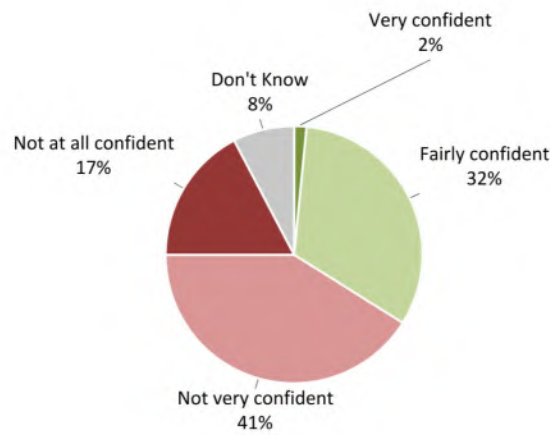
9.2 Thinking about the Criminal Justice System as a whole, how much do you agree or disagree with the following statements:



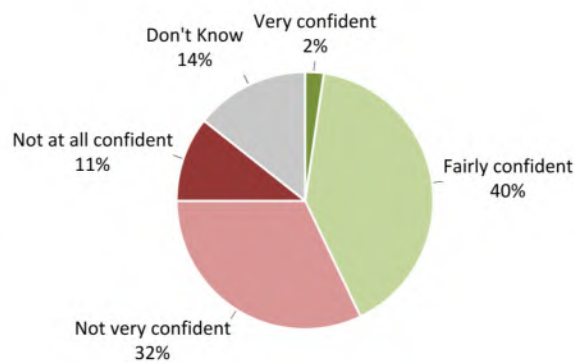
Statement	2010					2009		2008			
	Strongly agree %	Tend to agree %	Tend to disagree %	Strongly disagree %	Don't know / not applicable %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %		
The CJS treats those who have been accused of crime as 'innocent until proven guilty'	7	44	11	3	35	50	15	51	14	48	15
The CJS takes into account the views of victims and witnesses	4	38	17	5	36	42	22	40	24	38	24
When handing out sentences, the CJS takes into account the circumstances surrounding the crime	3	33	20	8	36	36	28	34	30	32	30
The CJS gives witnesses and victims the support they need	2	28	21	6	43	30	27	29	28	26	30
The CJS achieves the correct balance between the rights of the offender and the rights of the victim	3	16	31	21	29	19	52	18	54	16	54

Statement	2010					2009		2008			
	Strongly agree %	Tend to agree %	Tend to disagree %	Strongly disagree %	Don't know / not applicable %	Strongly + tend to agree %	Strongly + tend to disagree %	Strongly + tend to agree %	Strongly + tend to disagree %		
The CJS is too soft on those accused of committing a crime	27	33	12	5	22	60	18	63	16	63	16
The CJS discriminates against particular groups or individuals	3	11	28	17	42	14	44	14	43	14	44

9.3 Thinking about all of the agencies within the Criminal Justice System how confident are you that...the CJS as a whole is effective?



9.4 Thinking about all agencies within the Criminal Justice System, how confident are you that...the CJS as a whole is fair?

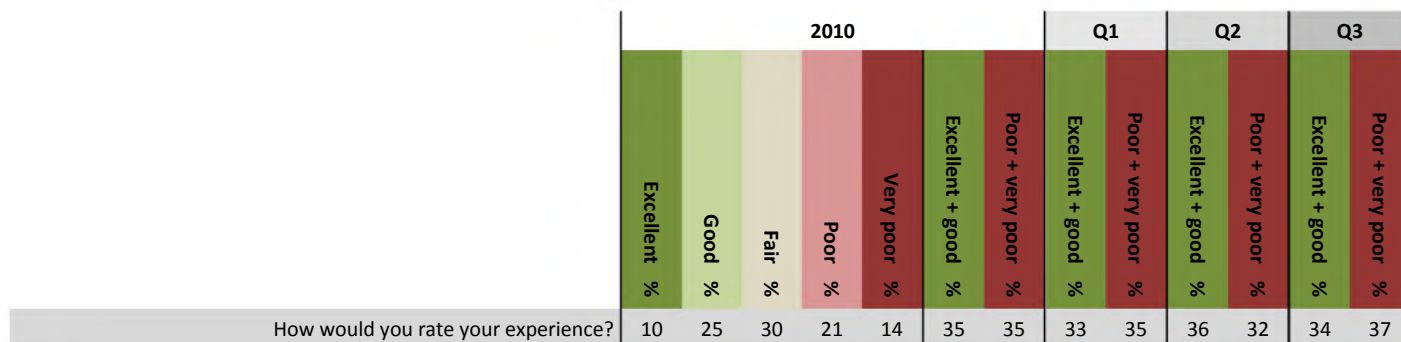
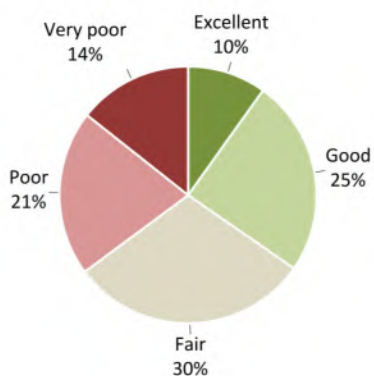


	2010					2009		2008	
	Very confident %	Fairly confident %	Not very confident %	Not at all confident %	Don't know %	Very + fairly confident %	Not very + not at all confident %	Very + fairly confident %	Not very + not at all confident %
The CJS as a whole is effective	2	32	41	17	8	34	58	31	61
The CJS as a whole is fair	2	40	32	11	14	43	43	41	46

9.5 Have you had direct experience of the Criminal Justice System in the last 12 months?

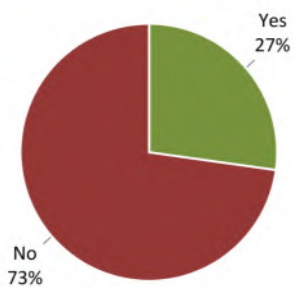


9.6 Of those who have experience the Criminal Justice System in the last 12 months, how would you rate your experience?

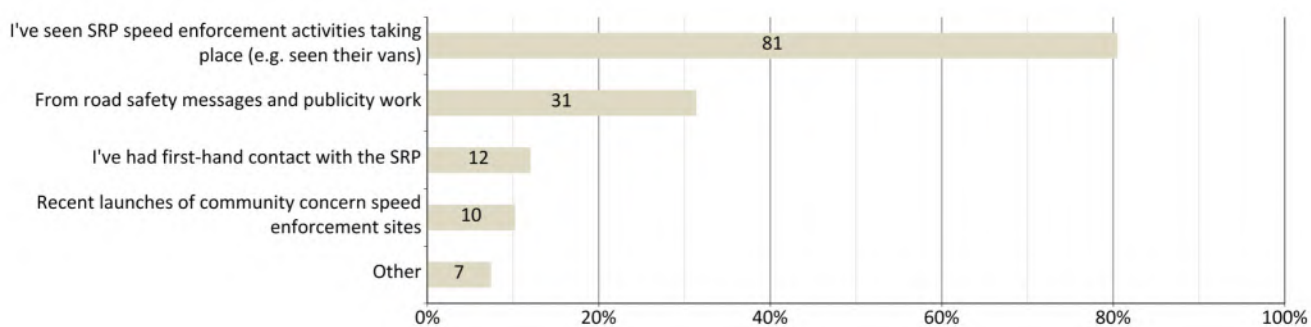


Chapter 10: Safer Roads Partnership

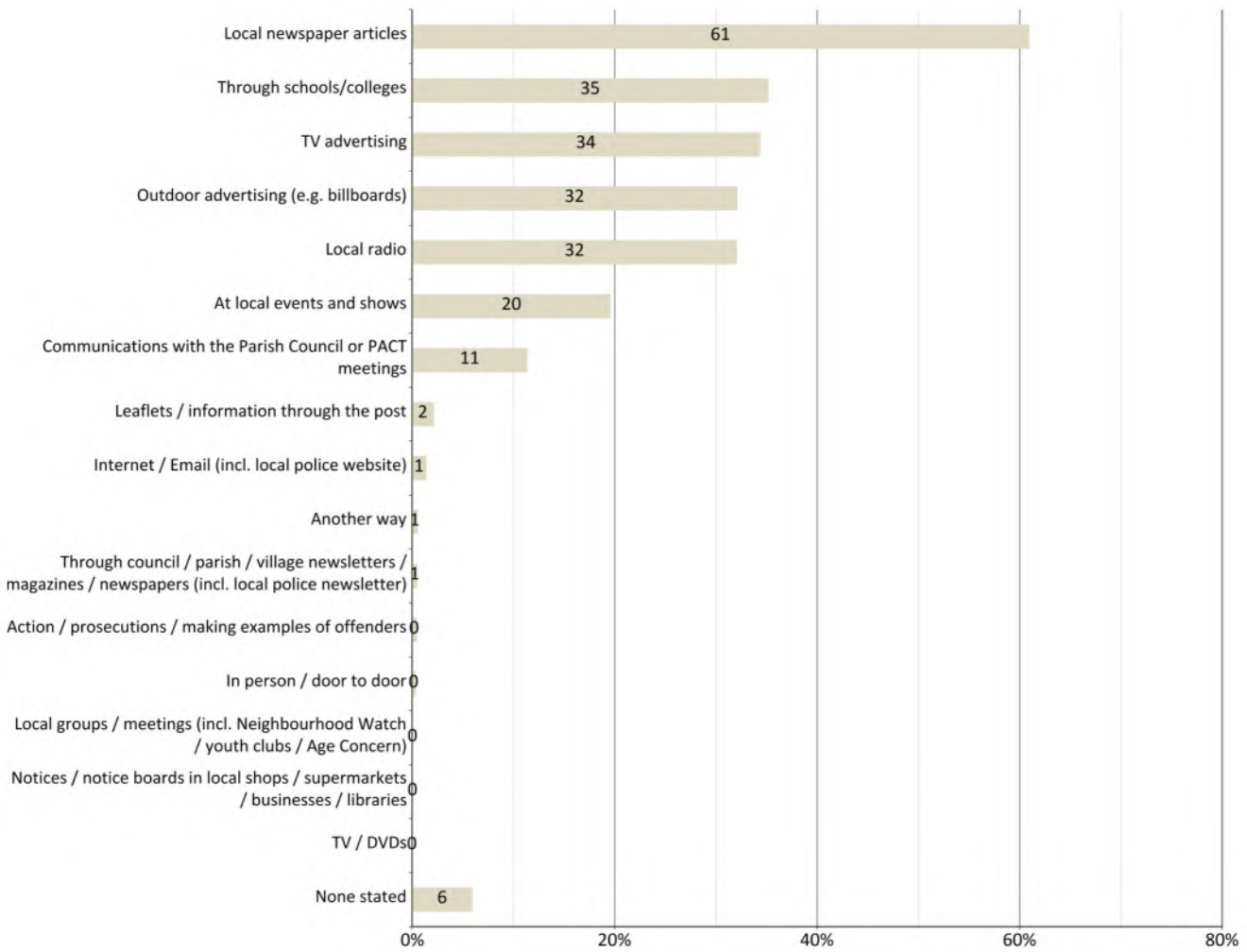
10.1 Before you completed this survey had you heard of the Safer Roads Partnership (SRP)?



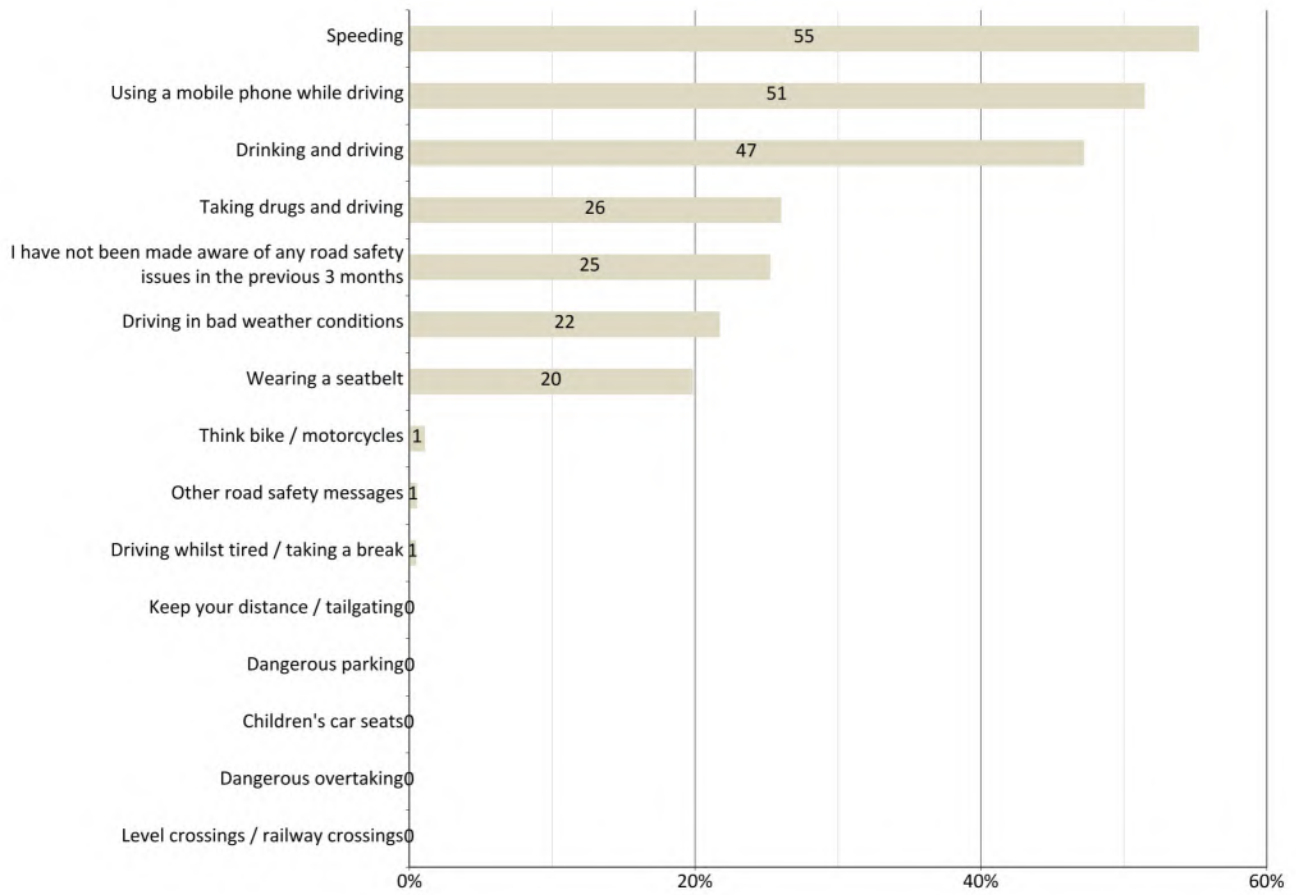
10.2 If YES, How have you heard of the SRP?



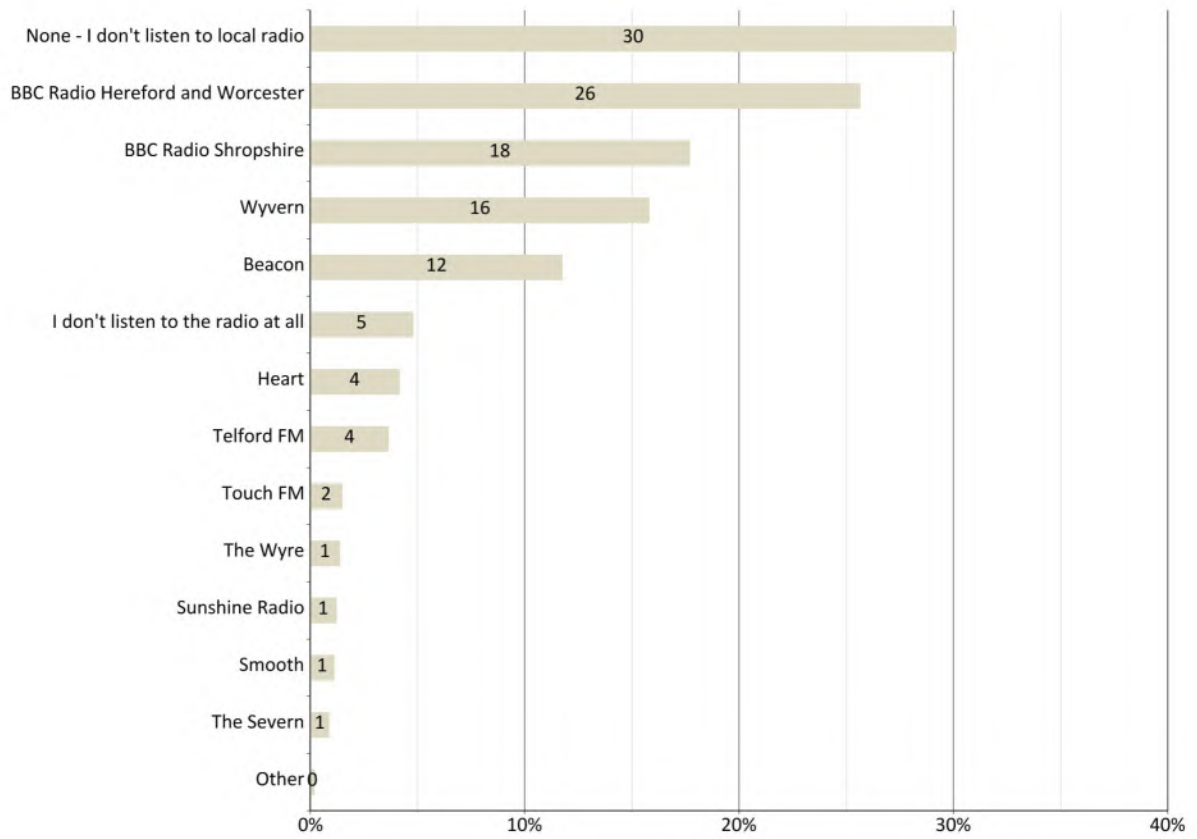
10.3 What do you feel would be the best way for us to communicate road safety messages to you and your family?



10.4 What road safety messages have you become aware of over the last three months?



10.5 The SRP often communicate road safety messages via local radio. What local radio stations do you listen to?



2010-11 CRIME AND SAFETY PARTNERSHIP SURVEY

For each question, put a cross in the appropriate box like this

Mark only one box for each question unless otherwise instructed.

If you mark the wrong box, fill in the box and cross the correct one.

All the information you provide will be treated as strictly confidential

A Your Local Police Service

Where questions ask you to consider your 'local neighbourhood' or 'local area', please think about the area which is within a 15-20 minute walk from your home.

A1 In your opinion, how good a job do you think the police are doing in your local neighbourhood? *Please cross one box only*

Excellent	Good	Fair	Poor	Very poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A2 Why do you say this? *Please use space provided below*

A3 Please indicate whether you agree or disagree with the following statements.

Please cross one box in each row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
a) The police in your local neighbourhood <u>understand</u> the issues which affect your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The police in your local neighbourhood are <u>dealing</u> with the things that matter to the people in your community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A4 In the past three months, have you actually met or spoken with a Police Officer or Community Support Officer from your local neighbourhood? *Please cross one box only*

Yes	<input type="checkbox"/>	→	Please go to A5
No	<input type="checkbox"/>	→	Please go to A6
Don't know / can't remember	<input type="checkbox"/>	→	Please go to A6

A5 If you answered YES to A4, following your most recent contact with your Local Police Officer or Community Support Officer, do you have: *Please cross one box only*

No change in your opinion of the police

A better opinion of the police → *Please explain why below*

A worse opinion of the police → *Please explain why below*

A6 Do you know any of the Police Officers or Community Support Officers who work in your local neighbourhood? *Please cross one box only*

Yes - both by name and by sight

Yes - by name

Yes - by sight

No

A7 If you wanted to, would you know how to get in touch with your Local Police Officer or any of the Community Support Officers who work in your local neighbourhood? *Please cross one box only*

Yes

No

A8 On average, over the past three months, how often have you seen a uniformed Police Officer or Community Support Officer in your local neighbourhood?

Please cross one box in each row

	Most days	At least once a week	At least once a month	About once during the past 3 months	Not seen one in the past 3 months
(a) On foot / on a bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) In a police vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A9 How satisfied or dissatisfied are you with the frequency with which you have seen a Police Officer or Community Support Officer in your local neighbourhood over the past three months:

Please cross one box in each row

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
(a) On foot / on a bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) In a police vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A10 How much do you agree or disagree with the following statement?

Please cross one box only

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
The council tax for policing of around £179 per year (Band D) offers value for money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B Involving Communities

Partners and Communities Together (PACT)

Partners and Communities Together (PACT) is the process by which West Mercia Police, the local Crime and Disorder Reduction Partnership and other partners (such as housing and schools) find out about communities' local issues and, through working with communities, take action to address priority issues. There are a range of PACT methods used to engage and involve communities in this way: PACT meetings, PACT surgeries, PACT walkabouts/visual audits, PACT face-to-face surveys and PACT postcards.

B1 Until now, had you heard of Partners and Communities Together (PACT)?

Please cross one box only

Yes No Don't know / Can't remember

B2 In the past three months, have you attended a PACT event (such as a PACT meeting, surgery or community walkabout) or completed a PACT face-to-face survey or postcard? *Please cross one box only*

Yes → Please go to **B4**
 No → Please go to **B3**
 Don't know / can't remember → Please go to **B4**

B3 If you answered NO to B2, is this because: *Please cross all that apply*

You're not aware of any PACT activities in your neighbourhood

You were unable to attend / take part → *Please explain why below*

Didn't wish to take part → *Please explain why below*

Other → *Please specify below*

Seeking and acting on community feedback

B4 It is the responsibility of the police and your local council, working in partnership to deal with anti-social behaviour and crime in your local area.

a) How much would you agree or disagree that i) the police and ii) your local council seek people's views about the anti-social behaviour and crime issues that matter in this area?

Please cross one box in each row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
i) The Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii) The Local Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b) How much would you agree or disagree that i) the police and ii) your local council are dealing with the anti-social behaviour and crime issues that matter in this area?

Please cross one box in each row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
i) The Police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ii) The Local Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B5 Please indicate whether you agree or disagree with the following statements:

Please cross one box in each row

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
I can influence decisions affecting my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am involved in decision making processes that affect changes in my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B6 How much do you agree or disagree that you feel well informed about crime and disorder issues in your local neighbourhood? *Please cross one box only*

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C Your Local Neighbourhood

Reassurance

C1 How safe or unsafe do you think your local neighbourhood has been over the last three months? *Please cross one box only*

Completely safe	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe	Completely unsafe	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C2 Below are a number of crimes or other problems. For each crime/issue please indicate:

a) Whether in the past three months, you can remember any actual times when you have felt fearful about the following happening to you in your local neighbourhood:

b) If you answered YES to any part of a) how many times you can remember feeling fearful in the past three months:

	a) Remember feeling fearful in the past three months - YES <i>Please cross all that apply</i>	b) How many times do you remember feeling like this in the past three months? <i>Please write in number of times</i>
House burglary	<input type="checkbox"/>	<input type="text"/>
Being mugged or robbed	<input type="checkbox"/>	<input type="text"/>
Being assaulted whilst in a public place	<input type="checkbox"/>	<input type="text"/>
Having your car stolen / something stolen from your car	<input type="checkbox"/>	<input type="text"/>
Vandalism or damage to your property (including car)	<input type="checkbox"/>	<input type="text"/>
Any incident of anti-social behaviour	<input type="checkbox"/>	<input type="text"/>

C3 Would you say you feel more or less safe in your local neighbourhood compared to three months ago? *Please cross one box only*

Much safer	Safer	About the same	Less safe	Much less safe	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b) Why do you say this? *Please use space provided below*

Crime and anti-social behaviour issues in your local neighbourhood

C4 How much do you agree or disagree that the following are problems in your local neighbourhood?

*Please cross **one** box in each row*

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / not applicable
A	Vandalism, graffiti and other deliberate damage to property or vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B	Having your car stolen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C	Having your car broken into	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	House burglary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E	People being mugged or robbed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F	People using drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G	People dealing drugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H	Crimes committed against people due to their gender, age, race or ethnicity, religion, disability or sexuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I	People being assaulted in a public place	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
J	People being harassed in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
K	People being drunk or rowdy in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
L	Under-age drinking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
M	Alcohol related violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N	Groups of people loitering or hanging around in public places	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
O	Fireworks being set off (not part of an organised display)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Noisy neighbours or loud parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q	Abandoned or burned out cars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R	Cars parked inconveniently, dangerously or illegally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S	Speeding traffic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T	Rubbish or litter lying around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
U	Dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V	Uncontrolled dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
W	Poor street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b) Of the issues listed in C4, which THREE do you think need to be addressed first? Please write the letter code from A to W in the boxes below.

1

2

3

C5 In your view, how much of a problem, if at all, would you say that crime and anti-social behaviour is in your local neighbourhood? *Please cross one box only*

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

C6 How much of an impact, if any, does crime and anti-social behaviour have on the quality of your day-to-day life in your local neighbourhood? *Please cross one box only*

No impact Slight impact Big impact

C7 When thinking about the last three months, do you think that crime and anti-social behaviour rates have got better, got worse or stayed the same in your local neighbourhood? *Please cross one box only*

They have got better They have got worse They have stayed the same Don't know

D Your Experience of Crime and Reporting Crime

D1 Have you personally been a victim of crime whilst in your local neighbourhood in the last three months? *Please cross one box only*

Yes → Please go to **D2** No → Please go to **E1**

D2 (a) Which of the following crime types were you personally a victim of during the past three months?

(b) Did you report the crime(s) to the police?

	(a) Personally been a victim during the past <u>three</u> months <i>Cross all that apply</i>		(b) Reported the incident(s) <i>Please cross one box in each row where applicable</i>	
	<input type="checkbox"/>	→	Yes <input type="checkbox"/>	No <input type="checkbox"/>
House burglary	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Having your car stolen	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Having things stolen from your car	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism or damage to property (including car)	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Being mugged or robbed	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Any crime against you which you felt was motivated by any of the following: your gender, age, race or ethnicity, religion, disability or sexuality	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Being assaulted whilst in a public place	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Being harassed whilst in a public place	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Identity fraud	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>
Other <i>please specify below</i>	<input type="checkbox"/>	→	<input type="checkbox"/>	<input type="checkbox"/>

D3 Have you been a victim of crime in your local neighbourhood over the past three months which you **DID NOT report to the police? *Please cross one box only***

Yes → Please go to **D4**

No → Please go to **E1**

D4 Why did you not report the crime(s) to the police? *Please cross all that apply*

- | | |
|---|---|
| Was a private or family matter <input type="checkbox"/> | Fearful of the police <input type="checkbox"/> |
| Dealt with matter myself <input type="checkbox"/> | Police couldn't have done anything <input type="checkbox"/> |
| Reported it to other authorities (e.g. my superiors or company security) <input type="checkbox"/> | Police would not have taken it seriously / would not have been interested <input type="checkbox"/> |
| Fear of revenge attacks or intimidation by offenders <input type="checkbox"/> | Didn't think the police would do anything as they are too lenient <input type="checkbox"/> |
| Inconvenient / too much trouble to report it <input type="checkbox"/> | Attempted to report it but police station closed / couldn't get through on telephone <input type="checkbox"/> |
| No point as the crime caused me no loss or damage <input type="checkbox"/> | Previous bad experience of police <input type="checkbox"/> |
| Offence too trivial (not worth reporting) <input type="checkbox"/> | Thought it was unlikely that anyone would get caught <input type="checkbox"/> |
| Do not trust the police <input type="checkbox"/> | Previous bad experience of the courts <input type="checkbox"/> |
| Dislike the police <input type="checkbox"/> | Didn't want to attend court <input type="checkbox"/> |
| Didn't think court would do anything as they are too lenient <input type="checkbox"/> | Other <i>please specify below</i> <input type="checkbox"/> |

E Confidence in the Criminal Justice System

The Criminal Justice System (CJS) is made up of the following agencies: the police, the Crown Prosecution Service, the courts, probation service and prisons. The questions in this section ask you how confident you feel in the various agencies making up the Criminal Justice System and your views on their effectiveness.

E1 How confident are you that...?

Please cross one box in each row

- | | Very confident | Fairly confident | Not very confident | Not at all confident | Don't know |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a) The police are effective at catching criminals | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) The Crown Prosecution Service is effective at prosecuting people accused of committing a crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The courts are effective at dealing with cases promptly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) The courts are effective at giving punishments which fit the crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Prisons are effective at punishing offenders who have been convicted of a crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Prisons are effective at rehabilitating offenders who have been convicted of a crime | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) The probation service is effective at preventing criminals from re-offending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

E2 Thinking about all of the agencies within the Criminal Justice System (the police, the Crown Prosecution Service, the courts, prisons and probation service), how confident are you that the Criminal Justice Service as a whole is effective?

*Please cross **one** box only*

Very confident Fairly confident Not very confident Not at all confident Don't know

E3 Thinking about the Criminal Justice System as a whole (the police, the Crown Prosecution Service, the courts, prisons and probation service), how much do you agree or disagree with the following statements?

*Please cross **one** box in each row*

	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know / not applicable
The CJS gives witnesses and victims the support they need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The CJS treats those who have been accused of crime as 'innocent until proven guilty'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The CJS takes into account the views of victims and witnesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When handing out sentences, the CJS takes into account the circumstances surrounding the crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The CJS is too soft on those accused of committing a crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The CJS achieves the correct balance between the rights of the offender and the rights of the victim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The CJS discriminates against particular groups or individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E4 Thinking about all agencies within the Criminal Justice System (the police, the Crown Prosecution Service, the courts, prisons and probation service) how confident are you that the Criminal Justice System as a whole is fair?

*Please cross **one** box only*

Very confident Fairly confident Not very confident Not at all confident Don't know

E5 Have you had direct experience of the Criminal Justice System in the last 12 months?

*Please cross **one** box only*

Yes → Please go to E6 No → Please go Section F

E6 If YES, how would you rate your experience? *Please cross **one box only***

Excellent Good Fair Poor Very Poor

F Communications

F1 West Mercia Police has run a number of crime prevention and safety campaigns. Do you recall seeing or hearing about any of the following?

*Please cross **one** box in each row*

	Yes	No
Knock Knock (distraction burglary and doorstep crime)	<input type="checkbox"/>	<input type="checkbox"/>
Lighten Up! (domestic burglary)	<input type="checkbox"/>	<input type="checkbox"/>
Safe and Secure (personal, home and vehicle security)	<input type="checkbox"/>	<input type="checkbox"/>
Home Truths (domestic abuse)	<input type="checkbox"/>	<input type="checkbox"/>
Operation Christmas Presence (alcohol-related violence and anti-social behaviour)	<input type="checkbox"/>	<input type="checkbox"/>
Good Citizen Awards (awards for young people)	<input type="checkbox"/>	<input type="checkbox"/>
Halloween/Trick or Treat	<input type="checkbox"/>	<input type="checkbox"/>
Our new non-emergency number 0300 333 3000	<input type="checkbox"/>	<input type="checkbox"/>

F2 If you do recall seeing or hearing about any of these campaigns, did you act upon the information and advice offered? *Please cross **one** box only*

Yes No

F3 How do you find out about crime and anti-social behaviour happening in your local neighbourhood? *Please cross **all** boxes that apply*

Talking to neighbours	<input type="checkbox"/>	
Local newspapers	<input type="checkbox"/>	
Local radio	<input type="checkbox"/>	
Family and friends	<input type="checkbox"/>	
Neighbourhood Watch	<input type="checkbox"/>	
Internet	<input type="checkbox"/>	
Local Policing Team/PACT events	<input type="checkbox"/>	
Television	<input type="checkbox"/>	
Other <i>please specify below</i>	<input type="checkbox"/>	

F4 How interested are you in knowing about the following...?

*Please cross **one** box in each row*

	Very interested	Fairly interested	Not very interested
Crime prevention advice relating to your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime prevention advice relating to your vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime prevention advice relating to your personal safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local policing/community initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime appeals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local arrests and convictions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Property marking*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime statistics for your neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information about your Local Policing Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road Safety advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(* Property Marking is when property is marked with your postcode, followed by your

F5 By what THREE methods would you most prefer to receive information from West Mercia Police?

*For the options below please choose your **THREE** most favoured options, with **1** indicating your most preferred choice, **2** indicating your second choice and **3** indicating your third choice*

Website	<input type="text"/>
E-mail	<input type="text"/>
Texts	<input type="text"/>
Blogs	<input type="text"/>
Podcasts	<input type="text"/>
YouTube	<input type="text"/>
Facebook	<input type="text"/>
Twitter	<input type="text"/>
MySpace	<input type="text"/>
Leaflets/newsletters	<input type="text"/>
Phone call	<input type="text"/>
Public meetings	<input type="text"/>
Local radio	<input type="text"/>
Local newspapers	<input type="text"/>
Local community websites	<input type="text"/>
Other <i>please specify below</i>	<input type="text"/>
<input type="text"/>	

G Safer Roads Partnership

The aim of the Safer Roads Partnership - formerly the Safety Camera Partnership - is to reduce road casualties across Worcestershire, Herefordshire, Shropshire, and Telford & Wrekin by delivering highly visible targeted speed and red traffic light enforcement at locations where the risks are greatest, and to co-ordinate, support and develop broader road safety activity.

G1 Before you completed this survey had you heard of the Safer Roads Partnership (SRP)? *Please cross one box only*

Yes → Please go to **G2** No → Please go to **G3**

G2 If YES, how have you heard of the SRP? *Please cross all that apply*

- | | |
|---|--|
| I've had first-hand contact with the SRP <input type="checkbox"/> | Recent launches of community concern speed enforcement sites* <input type="checkbox"/> |
| I've seen SRP speed enforcement activities taking place (e.g. seen their vans) <input type="checkbox"/> | I can't remember <input type="checkbox"/> |
| From road safety messages and publicity work <input type="checkbox"/> | Other <input type="checkbox"/> |

() Community concern speed enforcement sites are in operation on roads where the SRP is undertaking targeted speed enforcement activity following a significant level of concern raised by communities to the Local Authority and Police regarding speeding vehicles. At the time of preparing this survey the following sites are currently in operation within West Mercia: Great Witley, Abberley and Hollywood Lane in Worcestershire; Fromes Hill and Ashperton in Herefordshire; Pant and the B4176 'Rabbit Run' in Shropshire; Hadley Park Road and Haygate Road in Telford.*

G3 What do you feel would be the best way for us to communicate road safety messages to you and your family? *Please cross up to three boxes*

- | | |
|--|--|
| Local newspaper articles <input type="checkbox"/> | TV advertising <input type="checkbox"/> |
| Local radio <input type="checkbox"/> | Through schools/colleges <input type="checkbox"/> |
| Communications with the Parish Council or PACT meetings <input type="checkbox"/> | At local events and shows <input type="checkbox"/> |
| Outdoor advertising (e.g. billboards) <input type="checkbox"/> | Another way <i>please specify below</i> <input type="checkbox"/> |

G4 What road safety messages have you become aware of over the last three months?

Please cross all that apply

- | | |
|--|---|
| Speeding <input type="checkbox"/> | Drinking and driving <input type="checkbox"/> |
| Taking drugs and driving <input type="checkbox"/> | Using a mobile phone while driving <input type="checkbox"/> |
| Wearing a seatbelt <input type="checkbox"/> | Driving in bad weather conditions <input type="checkbox"/> |
| I have not been made aware of any road safety issues in the previous 3 months <input type="checkbox"/> | Other road safety messages <input type="checkbox"/> |

please specify below

G5 The SRP often communicate road safety messages via local radio. What local radio stations do you listen to? *Please cross all that apply*

- | | |
|-------------------------------------|--|
| Wyvern <input type="checkbox"/> | BBC Radio Hereford and Worcester <input type="checkbox"/> |
| Beacon <input type="checkbox"/> | BBC Radio Shropshire <input type="checkbox"/> |
| Telford FM <input type="checkbox"/> | Other <i>please specify below</i> <input type="checkbox"/> |

None - I don't listen to local radio I don't listen to the radio at all

PLEASE TURN OVER

H About You

H1 Do you...? Please cross **one** box only

Live alone

Live with children

Live with another adult(s)*

Live with children and another adult(s)*

*Adult refers to any individual aged 18 years or over

H2 Do you have any long-term illness, health problem or disability which limits your daily activity or the work you can do (this includes problems due to old age)?

Please cross **one** box only

Yes

No

H3 Which age category do you fall into? Please cross **one** box only

16 - 19

45 - 54

20 - 24

55 - 64

25 - 34

65 and over

35 - 44

H4 Are you...? Please cross **one** box only

Male

Female

H5 What is your ethnic group?

Please cross **one** box only

WHITE

British

Irish

Any other White background
(please specify)

MIXED

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background
(please specify)

BLACK OR BLACK BRITISH

Caribbean

African

Any other Black background
(please specify)

ASIAN OR ASIAN BRITISH

Indian

Pakistani

Bangladeshi

Any other Asian background
(please specify)

CHINESE OR OTHER ETHNIC GROUP

Chinese

Any other background (please specify)

Thank you very much for taking the time to complete this questionnaire. Please return the questionnaire to: **OPINION RESEARCH SERVICES, FREEPOST (SS1018), PO BOX 530, Swansea, SA1 1ZL** in the FREEPOST envelope provided.