

Town and Parish Council Survey 2025

Please select one answer for each question, unless asked to do otherwise.

Please ensure to answer all questions, incomplete questionnaires are not included.

This survey can be completed either individually or on behalf of the council.

The closing date for the survey is midday on Tuesday 14th October 2025.

Thank you for taking the time to complete the survey.

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 crimes 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 / N/A

Contact and Engagement

West Mercia Police's Local Policing Charter launching in 2021 and refreshed in 2025 is built on the core principles of visibility, accessibility, and engagement, with aims to foster a two-way dialogue between the police and the public, ensuring local teams effectively address community concerns and enhance trust in the service.

The Charter, co-produced with the PCC, focuses on addressing crime, safety, and anti-social behaviour (ASB) through targeted high-visibility patrols in high footfall areas and data-driven strategies.

You can find the charter by visiting the West Mercia Police website.

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 in crime and increased feeling of safety as a result of the launch of the Local Policing Charter in March 2021?

☐ Yes

☐ No

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 / N/A

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? (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 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 you say are currently a problem in and around your council area?

Please tick one box in each row

	Not a problem at all	Not a very big problem	Fairly big problem	Very big problem	Don't know
Domestic burglary	()	()	()	()	()
Violent crime	()	()	()	()	()
Anti social behaviour	()	()	()	()	()
Online crime	()	()	()	()	()
Vehicle crime	()	()	()	()	()
Criminal damage / vandalism	()	()	()	()	()
Crimes against businesses	()	()	()	()	()
Rural crime	()	()	()	()	()
Offence of a sexual nature	()	()	()	()	()
Crime committed against people due to their age, race, ethnicity, disability or sexuality	()	()	()	()	()
Road safety	()	()	()	()	()

About your council

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

22) How have you completed this survey?

- ☐ Individually, these are my opinions
- ☐ The whole council, these are the opinions of all of the council

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

Please provide an appropriate current email address which the Commissioner and his staff may use to contact the Council when necessary.

Your email will be held securely in web-based databases. It will not be shared with any other third party.

25) Would you like to receive the Commissioner's monthly newsletter to this email address?

☐ Yes

☐ No

Thank You!