

**SUBJECT: VICTIM SATISFACTION**

**Report of the Chief Constable**

**PURPOSE OF THE REPORT**

1. To update the PCC on the Force's current position in relation to Victim Satisfaction. The report outlines the current satisfaction statistics, detailing previous and current performance, how the force compare within the 'Most Similar Groups' and a broad overview of work undertaken.

**RECOMMENDATION**

2. That the Police and Crime Commissioner uses this report to scrutinise Force activity in respect of Victim Satisfaction.

**PRIORITY IN THE POLICING AND CRIME PLAN**

3. Support for Victims and Witnesses is a key priority in the Police and Crime Plan. The needs of victims and witnesses should be at the heart of the criminal justice system and will be the forefront of the delivery with services designed so everyone can access information and support services wherever they live in West Yorkshire. Services will continue to be developed to ensure specialist help is provided to support victims and their families to cope and recover from the impact of crime, in particular those who are vulnerable, persistently targeted and intimidated victims. The PCC has:
  - Worked with partners to improve the victim journey
  - Commissioned services and grants for victims with a focus on the most vulnerable victims
  - Encouraged and supported all organisations across public, private and third sector to identify innovative ways of supporting victims of crime
  - Worked together with criminal justice agencies to provide greater choice for victims and witnesses in courts
  - Ensured that victims and witnesses are prepared for the justice process, are supported, and their voices are heard
  - Partners will ensure that victims have the information they need to make informed decisions

**ATTACHMENTS**

- [West Yorkshire Police: Victim Satisfaction Report](#) (PDF 311KB)