

COMMUNITY OUTCOMES MEETING
SUPPORTING VICTIMS AND WITNESSES

20 NOVEMBER 2018

SUBJECT: VICTIM SATISFACTION

Report of the Chief Constable

<p>PURPOSE OF THE REPORT</p> <p>1. To provide an update to the PCC on the level of Victim Satisfaction.</p>
<p>RECOMMENDATION</p> <p>2. That the Police and Crime Commissioner (PCC) reviews performance in relation to victim satisfaction.</p>
<p>POLICE AND CRIME PLAN</p> <p>3. Support for victims and witnesses of crime are one of the four key outcomes in the Police and Crime Plan. Being a victim of crime can have a significant impact on a person's life, on the lives of their families and in our communities. The PCC pledged to put victims, in particular those who are most vulnerable, first, and he will continue to make sure that all victims receive the support they need, whether or not they have reported to the Police, and regardless of their age, gender, ethnicity, disability, sexual orientation, or gender identity. He is committed to ensuring greater consistency of access to support and information wherever people live in West Yorkshire.</p>
<p>KEY INFORMATION</p> <p>4. The PCC sees it as a key part of his role to make sure that victims and witnesses are at the forefront of all our thinking about service delivery, strategy and policy. As Chair of the Local Criminal Justice Board (LCJB), he will work with criminal justice partners and those providing support to victims and witnesses to implement the MoJ's recently published Victims Strategy and monitor compliance with the Victims Code. As APCC Chair the PCC is well placed to nationally support the strengthening of the Code and introduction of a Victims Law.</p> <p>5. A West Yorkshire Strategy for Supporting Victims and Witnesses is under development and will be subject to consultation with stakeholders including victims themselves over the next few months.</p> <p>6. The PCC is taking steps to make sure that the voices of victims and survivors themselves are heard and they have the opportunity to influence decision making. He regularly meets face to face with victims to hear about their experiences. He worked with the Victims Commissioner for England and Wales to organise a roundtable event for those affected by child sexual abuse in June, and envisages more events of this kind in the future.</p>

7. The PCC has also continued to support existing and develop generic services open to all victims and more specialist support services to ensure focused support is provided for those who are most vulnerable, persistently targeted or intimidated. Collaboration with CSPs, other public services especially the NHS and the third sector is vital role to achieve his aspirations and secure additional investment in these services.
8. In March 2018 the PCC awarded Victim Support £3.6 million over three years to provide the core referral and local support service to all victims, including those aged under 18 for the first time. The new contract also ensured that Victims Hubs - centres dedicated to supporting victims and witnesses - now operate throughout West Yorkshire in Bradford, Calderdale, Kirklees, Leeds and Wakefield Districts. A full range of on line services including web chat is now available. Access to these services is available 24 / 7 365 days of the year.
9. The PCC commissioned the first ever West Yorkshire wide restorative justice service in March 2018. He awarded a three year contract, worth £900,000, to Restorative Solutions, who will support victims who wish to explore the option of direct or indirect dialogue with offenders.
10. The PCC is playing a key role in improving services for victims / survivors of domestic and sexual abuse. He convenes the West Yorkshire Domestic and Sexual Abuse Board promoting a West Yorkshire wide approach when appropriate e.g. in bidding for funds. He invests in domestic abuse support services through CSPs and other organisations. He recently convened a workshop of all the commissioners of domestic abuse support services in West Yorkshire to consider a way forward, which learns the lessons from recent development work.
11. Alongside NHS England, he co-commissions the Sexual Assault Referral Centre and Children's Sexual Abuse Assessment Service, both provided by Mountain Healthcare at the Hazlehurst Centre. The PCC has continued to fund the West Yorkshire ISVA service, at a cost of £320k per annum. The current provider is Victim Support. The service will be re-commissioned during 2018/19. He supports other services for victims / survivors of sexual abuse and violence through grants to Rape Crisis and other organisations.
12. The PCC supports a wide range of other services for victims, provided by the Safer Places Scheme, Brake the Road Safety Awareness Campaign, the West Yorkshire Financial Exploitation and Abuse Team, and others. The Safer Communities Fund provides grants to organisations supporting a wide range of victims, for example hate crime.
13. Ensuring widespread awareness of the support available is a key challenge. The PCC launched a website in 2014 to help victims and witnesses of crime. www.helpforvictims.co.uk has the Victims' Code and the Witness Charter immediately accessible in a question and answer format. The website is in five languages in addition to English, and has pages from over 400 local supporting organisations, who can help with concerns such as cyber bullying or hate crime with trained advisers on hand to answer questions or concerns.



Chief Officer Team Briefing for COM

Title: **Victim Satisfaction**

CoT Sponsor: **ACC Hankinson**

SUMMARY

Levels of victim satisfaction were at their highest in 2015, with 87.8% of burglary, violent crime and vehicle crime victims (as per the previous Home Office mandated measure) indicating that they were satisfied with the service delivered by West Yorkshire Police as of 31 March 2015. Over the next two years overall victim satisfaction fell by 9.2 percentage points to stand at 78.6% as of March 2017.

Latest performance, for the 12 months to July 2018, shows that 75.7% of victims were satisfied with the overall service they received; 9.4% of victims were neither satisfied nor dissatisfied and just 14.9 % registering that they were with either fairly, very or completely dissatisfied.

The Home Office discontinued the mandated survey programme from April 2017, albeit there remains an expectation that Forces will seek feedback from service users and will use the feedback to inform and improve their practices. As a result of this change West Yorkshire Police took the opportunity to amend the survey programme to ensure greater coverage across crime and incident types (on a cost neutral basis).

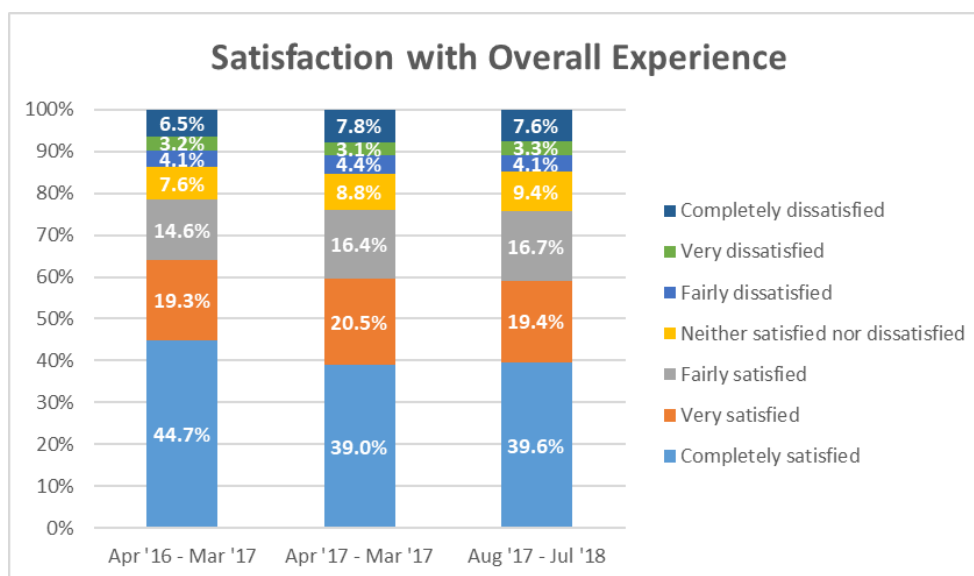
During April 2017 the Force revised the questionnaire to differentiate between those crimes police attend and crime reports dealt with over the telephone, in order that victims are asked about the service they received.

This report presents our latest performance and improvement activity which is taking place.

PERFORMANCE

Overall satisfaction based on the combined measures of burglary, violent crime and vehicle crime victims has fallen by 1.7 percentage points, in comparison to the previous 12 months, and now stands at 75.7% (July 2018). This is an assessment of both attended and unattended crimes.

The full breakdown of victim satisfaction rates is shown in the chart below which shows that the fall in satisfied victims since 2016/17 is as a result of small increases in victims who are dissatisfied and those victims who are neither satisfied nor dissatisfied.



Across the whole range of crimes and incidents included within the new victim satisfaction programme, overall satisfaction stands at 74.8%, for the 12 months to July 2018. The table below breaks this down by crime type

Force level satisfaction - 12 months to Jul-18																		
Crime type	Attended and Non-attended				Non-attended				Attended						Attended and Non-attended			
	Ability of the call taker		Ease of Contact		Telephone Investigation		Speed of arrival		Actions taken		keeping informed of		Treatment		Satisfaction with Outcome		Overall Satisfaction	
	Sample	% Satisfied	Sample	% Satisfied	Sample	% Satisfied	Sample	% Satisfied	Sample	% Satisfied	Sample	% Satisfied	Sample	% Satisfied	Sample	% Satisfied	Sample	% Satisfied
Criminal Damage and Arson	984	94.0%	1073	90.5%	661	75.5%	581	80.0%	657	72.1%	652	57.5%	656	89.2%	417	59.0%	1327	70.8%
Robbery	107	95.3%	117	96.6%	20	65.0%	144	84.7%	162	85.2%	163	75.5%	163	95.7%	70	62.9%	182	78.6%
Theft Offence	2444	95.3%	2681	92.6%	1689	76.3%	1487	88.2%	1647	82.0%	1643	64.3%	1649	94.7%	962	62.4%	3340	75.9%
Burglary - Residential and Business & Community	797	98.7%	841	94.8%	180	78.3%	935	90.5%	966	86.3%	963	65.1%	966	95.9%	335	62.1%	1148	83.1%
Vehicle - TOMV, TFMV and Interference	900	93.8%	981	92.0%	819	75.6%	291	84.9%	351	77.8%	352	65.3%	353	94.3%	298	60.4%	1172	72.1%
All other theft offences	533	92.5%	622	89.5%	511	75.3%	167	84.4%	218	71.1%	214	58.4%	216	90.3%	238	60.9%	726	70.2%
Violence Against the Person	802	93.6%	895	91.3%	424	70.8%	674	79.7%	843	73.9%	841	62.5%	840	89.6%	505	63.4%	1269	69.8%
Violence with Injury	215	94.0%	241	90.0%	116	62.9%	259	81.1%	313	72.2%	312	60.3%	312	89.1%	180	51.7%	428	65.9%
Violence without Injury	587	93.5%	654	91.7%	308	73.7%	415	78.8%	530	74.9%	529	63.9%	528	90.0%	325	69.8%	841	71.8%
Vulnerable Victims (Hate)	487	93.0%	550	89.8%	201	70.6%	421	79.6%	517	67.5%	519	64.0%	517	91.7%	317	59.9%	720	70.3%
Cyber Enabled	105	90.5%	121	94.2%	61	75.4%	50	84.0%	78	70.5%	78	57.7%	78	89.7%	58	74.1%	138	72.5%
Attended and Non-attended																		
Domestic Abuse (Crimes)									550	92.0%	165	89.7%	634	89.0%			635	83.5%
ASB	568	92.8%	603	83.3%					604	59.6%	610	46.1%	621	91.8%			626	71.1%
Safety and Welfare	511	95.7%	528	94.1%					527	84.1%	538	59.9%	555	96.6%			556	88.3%
All victims and callers	6029	94.4%	6593	91.2%	3065	74.9%	3380	83.6%	5610	76.9%	5235	61.6%	5739	92.2%	2345	61.9%	8828	74.8%

Satisfaction levels are higher for white victims 76.7% (7050 victims) than for BAME victims 68.1% (1594 victims). A series of victim focus/reflector groups took place in February 2018 to provide a greater insight into the reasons for dissatisfaction and this was one of the areas explored. The findings highlight that BAME victims tend to have greater expectations in relation to both speed of arrival and the actions taken. Therefore managing expectations is even more important, as is clear communication about the actions which have taken place.

Ability of the call taker

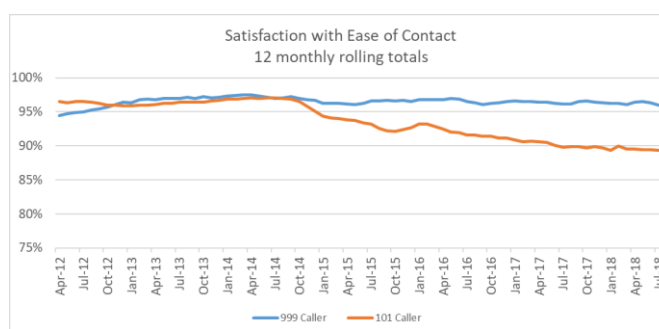
Satisfaction for the 12 months to July 2018 stands at 94.4% across the whole range of service users contacted through the victim satisfaction programme (95.4% for Burglary, violent crime and vehicle crime victims). The trend has been relatively stable over time; 94.5% for the previous year.

Ease of contact

Satisfaction for the 12 months to July 2018 stands at 91.2% across the whole range of service users who were contacted through the victim satisfaction programme (92.6% just for Burglary, violent crime and vehicle crime victims). Levels of satisfaction are significantly higher for 999 callers (96%, 1803 victims or callers) than for those reporting by any other method.

Method of contact	% Satisfaction	Sample Size
999 callers	96%	1803
Online / email	89%	225
101 callers	89%	4018
Police station	88%	184

Up until October 2014 satisfaction levels for 999 and 101 callers were relatively similar. However, since then whilst satisfaction of 999 callers has remained relatively stable, satisfaction of 101 callers has declined.



There is a strong correlation between the increasing number of 999 calls being

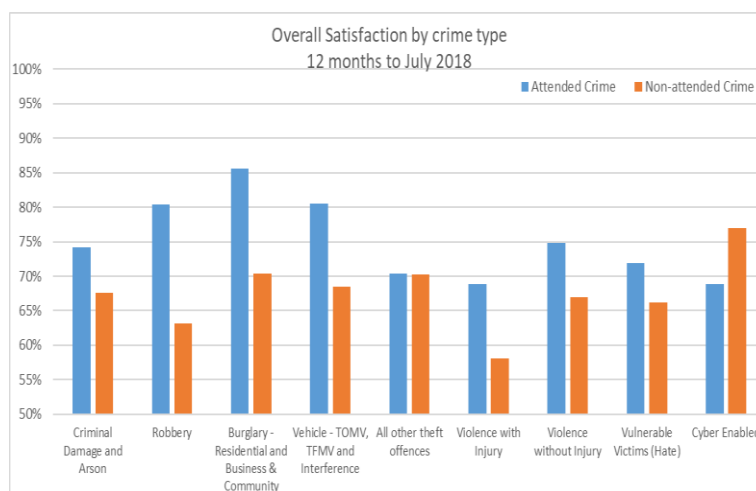
handled by the Customer Contact Centre and decreasing satisfaction of 101 callers.

Extra resources recently embedded in the CCC have resulted in improved 101 answer times which will be reflected in satisfaction levels going forwards.

Non-attended crime

Since April 2017 victims of non-attended crime are only asked about the elements of service they have actually received; ease of contact, ability of the call taker, telephone investigation, satisfaction with the outcome and overall experience. For the previous 12 months to July 2018 we interviewed 3058 victims whose crimes weren't attended, 68.4% were satisfied with the overall service provided; this is significantly lower than seen for attended crime 77.0%.

With the exception of cyber enabled crime, victims of attended crime are generally more satisfied with the overall service they receive than for those whose crimes aren't attended. The difference is greatest for Robbery, Burglary, Vehicle and violence with injury offences.



Victims of non-attended crime who received a telephone investigation are more likely to be satisfied with the service they receive, 71.8% (1144 victims), than for those victims who were initially told their crimes would be attended but were subsequently resolved without deployment 64.6% (636 victims). This reinforces the requirement for clear and timely communication with victims around any changes in decisions to attend.

Of those victims who were dealt with over the telephone, just over two thirds said the telephone investigator talked to them about possible lines of enquiry (68.3%, 1077 victims). Almost 60% said the telephone investigator explained why their crime would be dealt with over the phone (59.2%, 869 victims) and of those who were given an explanation over 90% said they were happy with it. Victims were generally very happy with the way they were treated by the investigators with around 95% saying that they were communicated with clearly, listened to, dealt with fairly and with respect.

However, less than two thirds said they were told that their crime had been closed (29.6%, 423 victims) which is clearly an area that needs to be improved, to ensure that victims are not expecting any further contact. Without clear communication these victims may result in making additional contact with the police via 101, further compounding the problem with volume of calls and delays in answering calls received at the contact centre. These findings have been fed into the demand management review.

Attended Crime

Since the survey was changed in April 2017 we can now report on satisfaction levels for those victims whose crimes police attended.



Victims are generally satisfied with the speed of arrival, as long as officers attend within the agreed time period. 97% of victims were satisfied with the speed of arrival when officers arrived when they said they would compared to only 28% when they didn't.

The area of service delivery which victims are least satisfied with, is the way in which they are kept informed of progress, 61.6% (5235 victims). This finding was re-inforced by a series of reflector groups and is therefore an area the Force has placed most emphasis within a satisfaction action plan.

Victims are most satisfied with the way in which they are treated by officers and staff, 92.2% (5739 victims). Which is a positive reflection on the professionalism and compassion displayed by our staff.

Attended and Non-Attended Crime

Satisfaction with the Outcome for the 12 months to July 2018 stands at 61.9% across the whole range of service users who were contacted through the victim satisfaction programme. Levels are significantly higher for victims of crimes that are attended, 64.5% (871 victims) than for those which aren't 57.4% (537 victims). There is no significant difference between satisfaction with the outcome for White or BAME victims (White: 61.2%, 1061 victims and BAME: 62.1%, 314 victims)

Victims are only asked about their satisfaction with the outcome if they were either told that their crime had been filed (non-attendance survey) or if they were made aware of the final outcome (attended survey); only about a third of victims actually agreed that this was the case.

The Force have conducted a series of reflector groups with victims of crime during February 2018 to facilitate better understanding of service delivery. Much of the feedback highlighted areas for improvement, although there were pockets of excellent service highlighted. The Force are continuing to review their process to improve service delivery.