

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



Victim Satisfaction

Paper requested by: OPCC for Community Outcomes Meeting January 2017

Report on behalf of: T/ACC Williams

Report Author: PS Chris Raby, FPIU

Date of Report: 20th December 2016

The report contained within this paper outlines the current Satisfaction statistics, detailing previous and current performance, how we compare within our 'Most Similar Groups' and a broad overview of work undertaken. The report is intended for use within the Community Outcomes Meeting in January 2017.

Introduction

1. Victim satisfaction is assessed through a monthly survey programme that gathers the views of victims of crime and incidents about the quality of service they have received from West Yorkshire Police.
2. The types of victims surveyed include victims of burglary dwelling, violent crime, vehicle crime, hate crime/incidents and anti-social behaviour.
3. This equates to coverage of 34% of all crime and 10% of all non-crime incidents.
4. The survey programme is sufficient in volume and coverage to provide findings that are representative of our victim profile at a Force, District and Neighbourhood level.
5. The statistics that follow present survey results at a Force level up to November 2016. iQuanta data is provided up to September 2016 due to the impending arrival of new data for the latter part of 2016.
6. Force level survey findings are discussed at the Force Accountability Meetings where districts and local neighbourhood findings form part of the Local Accountability and Team Accountability discussions.

Home Office Assessment

7. The Home Office mandate ensures forces provide victim satisfaction results in relation to victims of burglary dwelling, violent crime and vehicle crime and this is used to assess 'overall victim satisfaction.' Additionally, the Home Office mandate ensures forces provide victim satisfaction results in relation to hate incidents and anti-social behaviour, this is combined with the burglary, violence and vehicle crime results to track satisfaction for victims from a BME and white background.
8. Victim satisfaction is further broken down into additional categories to help forces understand specific areas of service delivery, which are the ability to take calls; ease of contacting; speed of arrival; actions taken by the police; how well you are kept informed and the way you were treated.

Most Similar Group (MSG)

9. MSGs are groups of Police forces found to be most similar based on demographic, social and economic characteristics relating to crime. This is measured within the iQuanta database. The groups are designed to provide fair and meaningful

comparisons between Forces, with data indicating the upper and lower limits from the average as it is recognised that different forces meet different challenges.

10. West Yorkshire Police is placed amongst South Yorkshire, Northumbria, Lancashire, South Wales, Greater Manchester Police, Nottinghamshire and West Midlands.
11. The latest iQuanta shows that the force is currently 5th highest in the MSG at 1.1% below the MSG average. Satisfaction levels are on par with national average but recent deterioration means that the force has slipped into 25th position. (Table 1)

Current Performance

12. The latest result for overall victim satisfaction at 80.6% is a significant reduction in comparison to the previous 12 months, down 5.5%
13. The latest results for the BME and white survey respondents are at 76.1% and 81.3% respectively, a progressive reduction in performance. (Table 2)
14. There has been a significant reduction over time for both BME and white survey respondents, down 4.9% and 5.9%; recent reductions have seen the force slip into 31st and 25th position nationally.
15. The biggest reductions in BME satisfaction are linked to victims of vehicle crime at 17.3% and to a lesser for victims of burglary and violent crime. BME victim satisfaction levels have fallen for every area of service delivery in particular actions taken by the police and keeping victims informed of progress. (Table 3)
16. Similar reductions in overall satisfaction of white victims is predominately linked to service delivery for vehicle crime (10.3%) and hate incidents (7.4%). Recognisable drops in performance around actions taken, keeping victims informed of progress and to a lesser extent speed of arrival and treatment received from the Police are also evident (Table 3)
17. There have also been notable reductions in overall satisfaction for victims of violent crime, hate incidents and anti-social behaviour callers, however, vehicle crime continues to see the biggest decline.
18. The majority of victims (over nine out of every ten) indicate that they are satisfied with the routes for making contact with the Police. These include use of the emergency and non-emergency numbers, on-line, in person and written reporting methods.
19. There has been a slight reduction in satisfaction within the ease of contact area over the last two years linked to an increasing number of victims contacting the Police via

the non-emergency number and feeling that they weren't dealt with within a reasonable time.

20. Within the last twelve months, calls for service have increased (999 callers up 9.4% and 101 callers up 4.7%) in comparison to the same period last year, putting additional pressures on call takers and delays in calls being answered.
21. Keeping people informed of progress represents one of the biggest challenges to our officers and staff (Table 3) in comparison to other service areas. This area of service has seen declining satisfaction levels in other forces, particularly those who utilise central bureaux to update victims, which have been lost due to austerity measures.

Barriers to Performance

22. Current satisfaction performance needs to be taken into context with reduced resources. The number of Constables/PCSOs has fallen month on month until May 2016 and although numbers have increased, the benefits will not be seen until training periods have been completed and officers/staff are imbedded on respective teams.
23. Officers and PCSOs have also had to focus on core demands and have not necessarily been able to invest the same level of time in reassurance visits and follow up enquiries after initial reports. Whilst we maintain our neighbourhood policing profile, live time demand does place additional pressures on neighbourhood resources.
24. Districts now seek opportunities to utilise effective demand management methods for example 'resulting without deployment' for non-urgent calls. This enables us to reduce the demand on front line resources, but to also invest in key threats and vulnerabilities facing our communities. Vehicle crime is an example of this, seeing officer deployments to these reports significantly reduce compared to summer 2015.
25. Whilst we maintain our victim code obligations, communication to victims regarding actions we have taken that effectively manage their expectations and demonstrate our decision making need to improve.
26. Contact methods with victims need to be explored to ensure West Yorkshire Police is making best use of alternative methods, particularly social media, email and text messaging.
27. Failures to record contact telephone numbers and email addresses of victims at the initial point of contact creates a barrier between the Police and victims. Of 77637 crimes and incidents recorded between May and October 2016, 8.7% didn't have a contact telephone number. This is an increase of 0.9% compared to the preceding six months. (Table 4)

Performance Improvements

28. Technological improvements have been introduced to aid the delivery of updates, for example the 'Victims Code of Practice' (VCOP) system via Niche used to send alerts to investigating officers as a reminder to provide victim updates. This system has been in place for a number of years and is used by many districts as a briefing tool to encourage officers and staff to provide regular updates. The volume of overdue occurrences has decreased over the last year, with 246 currently overdue in comparison to 448 last year.
29. Improvements to the VCOPS system aim to improve the usability of the software through Niche, allowing Samsung Galaxy and desktop users to enter updates and initial needs assessments more accurately. Thus removing the burden for volume updates to a more victim focussed, high quality update. (Samsung update in place from December 2016, with Niche update expected early 2017)
30. A review of the VCOPS system is currently underway and aims to improve the use of the system across the organisation as part of a long term strategy.
31. The Customer Contact Centre (CCC) monitor the results from the user satisfaction survey in terms of both ease of contact and ability of the call taker and use the data to identify areas for improvement (Table 5 and 6), in this case, contact telephone numbers and email addresses.
32. The introduction of the Force Crime Management Unit (FCMU) is an opportunity to provide a degree of consistency within crime recording, investigation and victim contact; this will also provide victims with the ability to speak directly to investigators at the point of initial contact when they take responsibility for live time handling in February 2017.

Future Focus

33. A refreshed perspective on the value of high quality victim updates through training and awareness to new student police officers and staff is also recommended, supported by district inputs by local training 'People Teams' to district patrol, neighbourhood and support roles, with support from Victims Champions.
34. Districts need to reinvest in supervisor dip sampling, driving satisfaction through Team and Individual Accountability Meetings, with supervisors feeling empowered to quality check officer workloads and to speak to victims of crime directly.

35. The proposed introduction of a 'Vehicle Crime Victim Support' notice aims to provide relevant information detailing West Yorkshire Police's actions from initial recording, to crime prevention and other details that would historically be provided through reassurance visits. This notice would be dispatched via email addresses obtained at the point of initial recording via the CCC, maximising our ability to record up to date victim contact details whilst continuing to provide support to our victims.

Strategic Risk Implications

36. A reduction in victim/user satisfaction is a significant risk to the Police. Ensuring victims and witnesses are supported is a key fundamental of the Police and Crime Commissioners Crime and Policing Plan and the West Yorkshire Police Force Policing Strategy.

Summary

Standards at the point of initial contact are good and remain consistent, however, failures to record contact telephone numbers creates barriers to follow up. Recording of email addresses is also a concern for CCC management.

A change of vehicle crime investigation methods and limitations to complete revisits, has impacted on our effectiveness, however, we have not communicated this change to the community who expect the Police to continue investigations after years of prioritising vehicle crime (particularly theft from motor vehicle offences) and seeing an officer deployed to scenes.

Increases in demand and a reduction in resources had previously restricted the time available for investigators to complete prompt follow up enquiries and full investigations, impacting on victim satisfaction. This taken with the other factors above, indicate that keeping people informed is our most challenging area, along with actions taken.

Further into 2017, changes to the satisfaction surveys provide an opportunity to evolve our satisfaction monitoring, with recommended focus towards managing our vulnerable victims and those experiencing repeat ASB incidents.

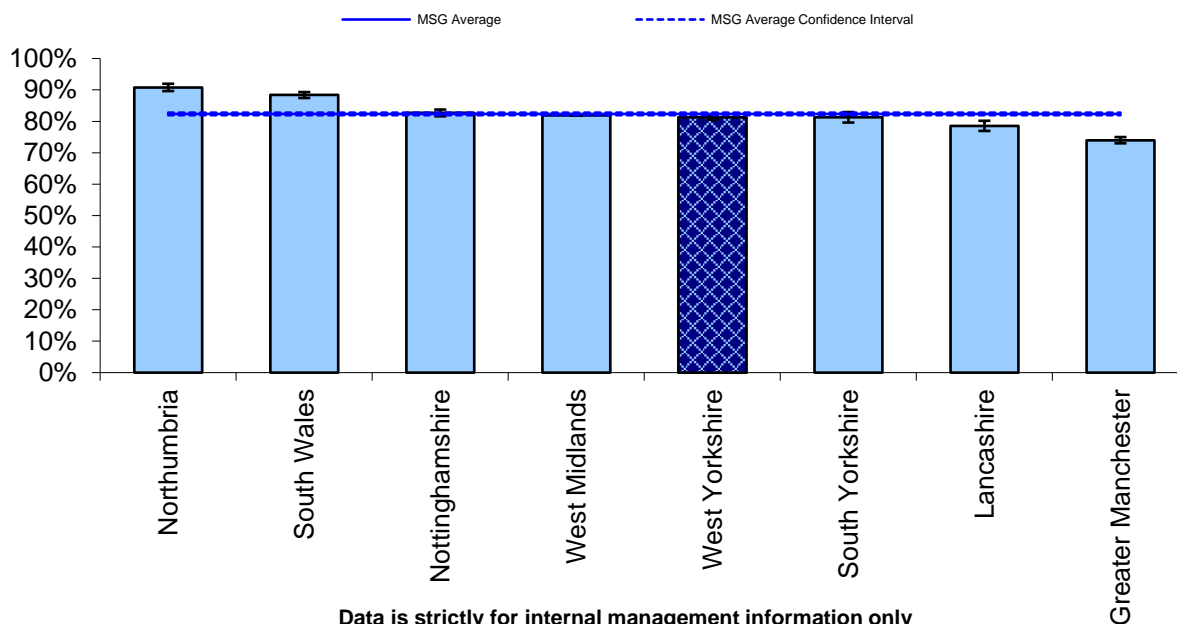
Through the combination of a refreshed approach to victim contact, the management of expectations with high quality updates as a transparent and effective communication strategy will hopefully recover the deficit in performance.

Appendix A

User Satisfaction Performance

Table (1) Satisfaction of Service Users (White & BME) – West Yorkshire

**iQuanta Bar Chart - Satisfaction of Service Users
West Yorkshire
All users (excl hate crime) - Whole Experience
Interviews for year ending 30 Sep 2016**



Rank	Force	% Satisfied	Conf Interval	Range Low	Range High
1	Northumbria	90.8%	1.2%	89.6%	92.0%
2	South Wales	88.4%	0.9%	87.4%	89.3%
3	Nottinghamshire	82.7%	1.1%	81.6%	83.7%
4	West Midlands	81.9%	0.0%	81.8%	81.9%
5	West Yorkshire	81.3%	0.8%	80.5%	82.1%
6	South Yorkshire	81.3%	1.7%	79.6%	83.0%
7	Lancashire	78.6%	1.6%	76.9%	80.2%
8	Greater Manchester	74.0%	1.0%	73.0%	75.0%
	MSG Average	82.4%	0.4%	82.0%	82.8%
	Difference from MSG	-1.1%	0.9%	-2.0%	-0.1%

Table (2) Overall User Satisfaction Nov 13 – Nov 16 (White & BME) – West Yorkshire

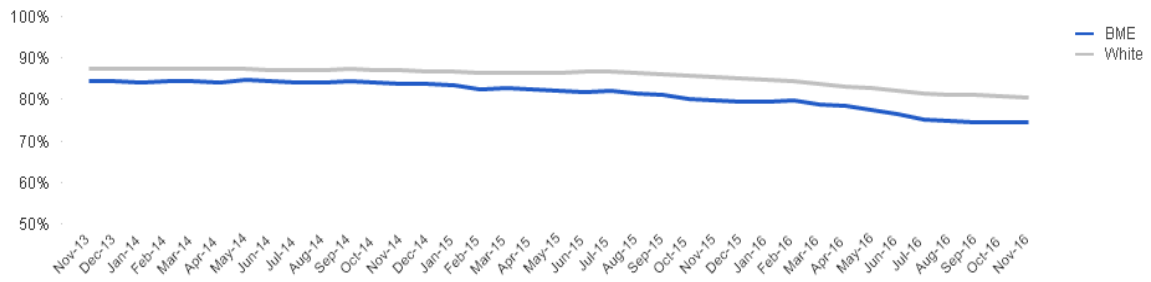


Table (3) White and BME satisfaction by service delivery area (Burglary, violent crime, vehicle crime and hate incidents)

Survey Type	Sample Size White	% Satisfied White	+/- Change White	Sample Size BME	% Satisfied BME	+/- Change BME	Gap
Ability of the call taker	4604	95.6%	-2.0%	980	93.0%	-1.5%	2.5%
Ease of contact	4929	95.1%	-0.4%	1057	93.9%	-0.9%	1.2%
Speed of arrival	2481	80.1%	-4.6%	595	75.2%	0.5%	4.9%
Actions taken	6745	76.5%	-8.6%	1402	71.0%	-6.6%	5.4%
Keeping informed of progress	6726	65.4%	-12.3%	1399	62.9%	-10.0%	2.4%
Treatment	6794	91.8%	-2.8%	1411	90.0%	-2.2%	1.8%
Overall	6799	81.3%	-5.9%	1413	76.1%	-4.9%	5.1%

Table (4) Incidents Recorded without Telephone Number (CCC)

Proportion of crimes/ incidents recorded without a telephone number				+/- change
	Total	Nov 15 to Apr 16	May 16 to Oct 16	
Burglary	8.7%	8.1%	9.3%	1.2%
Violent crime	13.8%	12.8%	14.7%	1.9%
TFMV	5.9%	5.7%	6.2%	0.5%
TOMV	6.2%	7.2%	5.3%	-1.9%
Hate incidents	9.6%	8.2%	10.7%	2.5%
ASB	5.0%	4.6%	5.3%	0.7%
ALL	8.3%	7.9%	8.7%	0.9%

Table (5) CCC Customer Satisfaction Rates (Overall from User Survey)

(Question 6 – Satisfaction with ease of contact)

Month	% 999 Callers Satisfied	% Other Tel Callers Satisfied	% All External Callers Satisfied
July 2016	97.7	94.6	95.7
August 2016	97.4	94.5	95.5
September 2016	97.5	94.4	95.4
October 2016	97.5	94.5	95.4

Table (6) CCC Customer Satisfaction Rates (Overall from User Sat Survey)

(Question 5 – Satisfaction with the ability of the person who took the call to deal with your enquiry)

Month	% 999 Callers Satisfied	% Other Tel Callers Satisfied	% All External Callers Satisfied
July 2016	94.8	96.6	95.9
August 2016	94.5	96.3	95.6
September 2016	94.8	96.3	95.7
October 2016	95.0	96.2	95.7

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