

Victim (Service User) Satisfaction Survey



Overview of Findings July 2015 to June 2016

CLEVELAND FORCE AREA

Cleveland Police are committed to treating everyone, fairly, with dignity and respect. We aim to provide clear standards of expected service and conduct and are continuously seeking to improve the methods of policing used across the force area, particularly when dealing with victims of crime and those who contact us for assistance. The 'Victim Satisfaction Survey' provides a structured means of obtaining feedback from victims of crime who have had direct experience of the service we provide. Between July 2015 and June 2016, telephone interviews were conducted amongst a random selection of 1599 victims of crime from across the whole force area. This document provides a summary of the responses obtained.

Ease of Contact

Survey participants were first asked a number of questions regarding their initial contact with Cleveland Police and their satisfaction with how easy it was to contact someone to assist them.

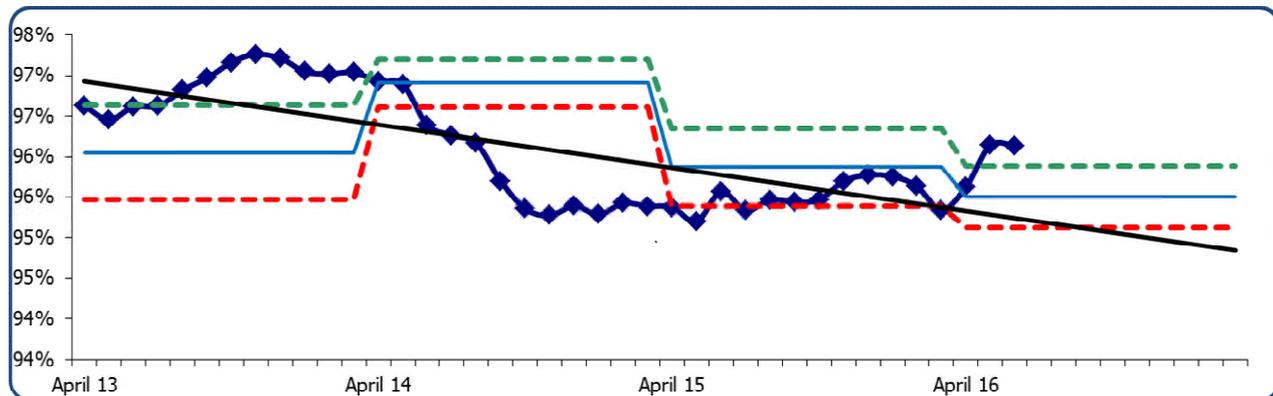
The responses obtained are summarised below:

- The most common method of contacting the police was via a non emergency telephone number (**47.0%**) or via a 999 call (**30.7%**). Only a small proportion of those people surveyed contacted the police in another way for example, directly via police officer or by e-mail.
- The majority of victims said they knew how to get in touch with the police (**92.0%**). They also found it quick (**95.3%**) and easy (**96.9%**) to speak to someone who could assist them. Upon speaking to someone, **97.3%** said the person was able to take all of the relevant details from them.

Overall, **96.1%** of people surveyed were satisfied with how easy it was to contact someone who could assist them. This represents an increase of **0.5%** points compared to the same period last year and a change of **+0.8%** compared to the previous quarter. The results are considered to be stable.

Satisfaction with Ease of contact	Comparison to last Year			Comparison to last Quarter		
	12 months ending June 16	12 months ending June 15	% PT Diff	12 months ending June 16	12 months ending Mar 16	% PT Diff
	96.1%	95.6%	+0.5%	96.1%	95.3%	+0.8%

The graph below shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. As shown, satisfaction was stable throughout 2015 however since April 2016 there have been some notable improvements with the current rate moving above the average and the historical control limits. The current rate remains above the national average (94.1%) and the MSF average (94.1%).



The most frequent reasons given for a positive response included:

- Very easy to get in touch with Police.
- Initial telephone call was answered very quickly/efficiently.
- Getting through to the right person straightaway/getting all questions answered.
- The professional attitude and manner of the staff (calm/supportive/helpful/reassuring/sympathetic).
- The speed of the initial police response.
- Excellent service.

The most frequent reasons given for a negative response included:

- Ease of finding the correct telephone number/contact details (passed around).
- Police should be more accessible/delay in arrival of Officer.
- Delay in answering telephone.
- No interest shown. Incorrect details taken.
- Poor communication, no-one rang back, had to ring back.
- Dialed 999 and told to re-dial the non-urgent number.

Actions Taken by the Police

Survey participants were next asked a number of questions regarding the initial actions taken by Cleveland Police and their satisfaction with these actions.

The responses obtained are summarised below:

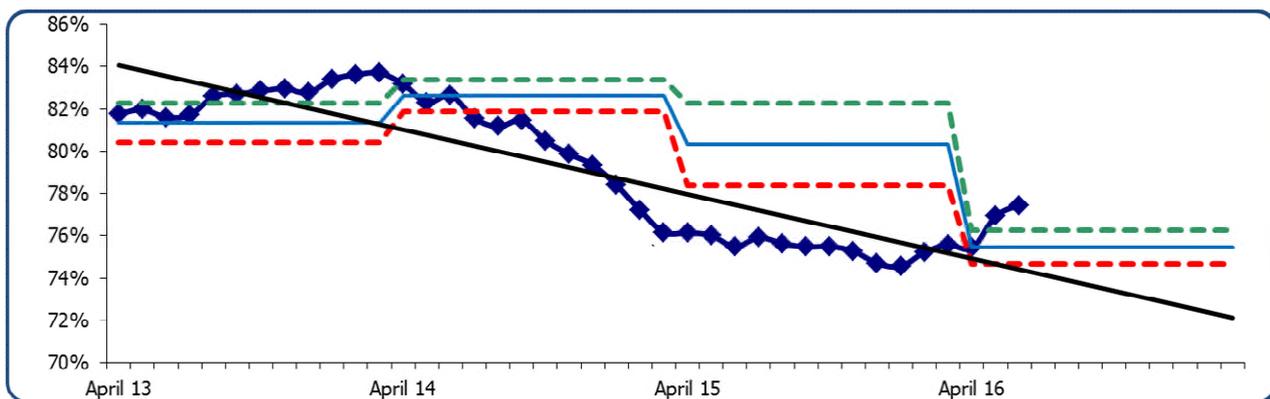
- **37.4%** of victims were told an officer would arrive within 4 hours of the crime being reported with a further **19.1%** being told an officer would arrive as soon as they could. An officer did arrive within 4 hours in **48.4%** of cases with **16.4%** arriving within 10 minutes. A total of **82.7%** of victims stated they were satisfied with the time it took police to arrive with **12.5%** expressing a level of dissatisfaction.
- The majority of victims thought the police appeared to know what they were doing

(85.5%), explained what was going to happen **(80.3%)** and felt reassured **(74.0%)**. **42.7%** of victims felt the police gave practical advice whilst a further **8.8%** felt that they should have. **62.9%** of victims were given contact details for the person dealing with their case whilst a further **11.4%** feel they should have been given them. **47.9%** of victims were offered advice whilst a further **7.7%** felt they should have.

Overall, 77.5% of people surveyed were satisfied with the initial actions taken by police. This represents an increase of 2.0% points compared to the same period last year and an increase of 1.9% compared to the previous quarter. The results are considered to be stable.

Satisfaction with Police actions	Comparison to last Year			Comparison to last Quarter		
	12 months ending June 16	12 months ending June 15	% PT Diff	12 months ending June 16	12 months ending Mar 16	% PT Diff
	77.5%	75.5%	+2.0%	77.5%	75.6%	+1.9%

The graph below shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. Satisfaction rates in this area declined between April 2014 and December 2015 however since then levels have been improving steadily with more notable improvements in the past 3 months. The current rate has moved above the average and the upper control limits. The current rate is below the National Average (80.7%) but above the MSF Average (76.2%).



The most frequent reasons given for a positive response included:

- The professional attitude or manner of the officers/staff who dealt with them.
- A belief that the police did everything they possible to deal with the crime. (Fantastic/excellent service).
- Stolen goods recovered.
- The incident was dealt with smoothly with all requests dealt with efficiently. (All the questions asked by injured party were answered).
- Caught perpetrator.
- Being kept up to date.
- Fast response time.

The most frequent reason given for a negative response included:

- A perceived lack of action taken by the police/SOCO. Respondents indicated they needed more support. Felt more should be done to recover stolen items.
- The lack of information/feedback provided in relation to any progress made.
- Poor attitude of officers/no interest shown/situation handled inadequately.
- Length of time police took to action (speak to people/arrival).
- Perpetrator only got a caution.
- Being charged for vehicle recovery.

Feedback and Follow-up

Survey participants were next asked a number of questions regarding subsequent actions taken by Cleveland Police and the feedback they received in relation to any follow-up.

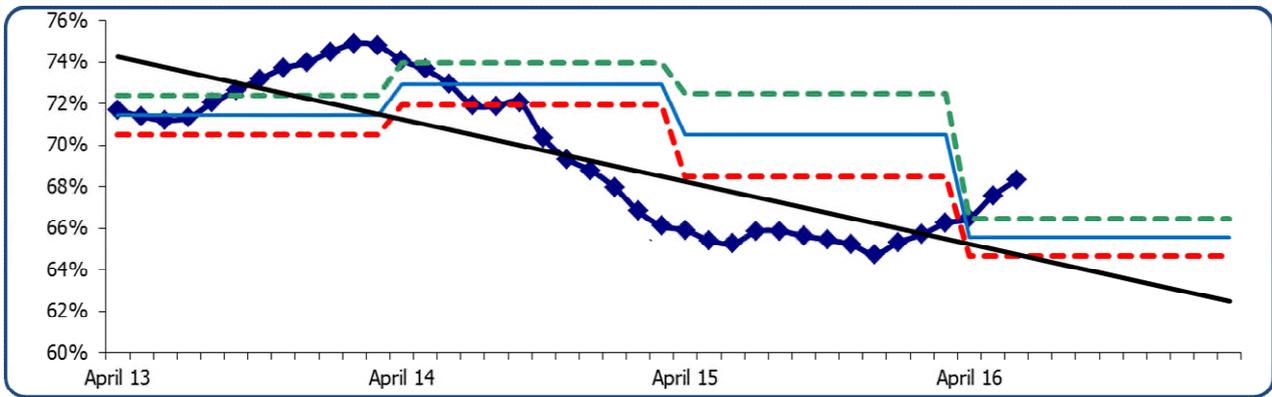
The responses obtained are summarised below:

- **71.5%** of people said they wanted to be kept informed of progress.
- **50.6%** of respondents said that since the initial response the police had contacted them in relation to the incident whilst **18.0%** of respondents said they had contacted the police themselves.
- **74.9%** of people said they were informed about what the police would do with **77.7%** agreeing that the information they needed was provided quickly and **87.7%** agreed that their questions were answered adequately.

Overall, 68.3% of people surveyed were satisfied with how well they were kept informed in relation to progress. This represents an increase of 3.0% points compared to the same period last year and an increase of 2.1% points compared to the previous reporting quarter. These increases are considered to be significant.

Satisfaction with Follow-Up	Comparison to last Year			Comparison to last Quarter		
	12 months ending June 16	12 months ending June 15	% PT Diff	12 months ending June 16	12 months ending Mar 16	% PT Diff
	68.3%	65.3%	+3.0%	68.3%	66.2%	+2.1%

The graph overleaf shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. As with 'actions taken', the satisfaction rate in this area declined between April 2014 and December 2015. Since December 2015, the rate has improved notably and is now above the historical average and control limits. The current rate is below the National Average (74.4%) and the MSF average (69.3%).



The most frequent reasons given for a positive response included:

- Being kept well informed and receiving regular updates (explanation given of what was happening with the case/outcome of the case).
- Information provided quickly (e.g. crime reference given & contact details given).
- The professional attitude or manner of the officers/staff who dealt with them (thorough and efficient).
- Police contacted me. Contact was made when officer said it would be.

The most frequent reasons given for a negative response included:

- No feedback/information provided at all.
- After initial response, police failed to contact the victim and victim had to initiate contact.
- A lack of advice/support provided.
- Did not have Officer(s) name or number.

Treatment by Officers and Staff

Survey participants were next asked a number of questions regarding the treatment they received from the police officers and staff who deal with them.

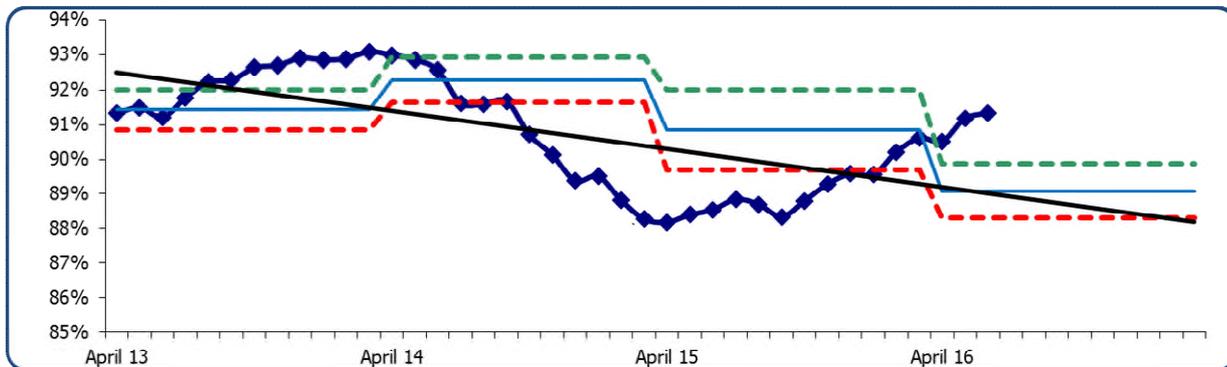
The responses obtained are summarised below:

- The majority of victims said they felt police officers/staff listened carefully to what they had to say (**88.2%**) and they felt the matter had been taken seriously (**83.1%**). **87.5%** felt staff had communicated clearly with them whilst **78.0%** felt they had been shown sympathy and **93.2%** stated staff had been polite. **75.8%** of people also felt that police officers/staff took account of their personal circumstances and **85.4%** felt they had been treated fairly.

Overall, 91.3% of people surveyed were satisfied with the treatment they received from the police. This represents an increase of 2.8% points compared to the same period last year and an increase of 0.7% points compared to the previous quarter. The former is considered to be 'statistically significant'.

Satisfaction with Treatment	Comparison to last Year			Comparison to last Quarter		
	12 months ending June 16	12 months ending June 15	% PT Diff	12 months ending June 16	12 months ending Mar 16	% PT Diff
	91.3%	88.5%	2.8%	91.3%	90.6%	0.7%

The graph below shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. As with other indicators, the satisfaction rate declined between April 2014 and December 2015. Since December 2015, the rate has improved notably and is now above the historical average and control limits. The current rate is below the national average (93.3%) and the MSF average (92.7%).



The most frequent reasons given for a positive response included:

- The professional attitude or manner of the officers/staff who dealt with them.
- Good/clear explanation given
- A belief that the police did everything they possible could to deal with the crime

The most frequent reason given for a negative response included:

- The poor or unprofessional attitude or manner of the officers/staff who dealt with them.
- Felt the Police didn't do anything
- Made to feel that they had done something wrong/time wasting.
- Made to feel as if they were the criminal.
- Victim felt they were not taken seriously.
- The lack of information/feedback provided in relation to the incident.

Overall Satisfaction

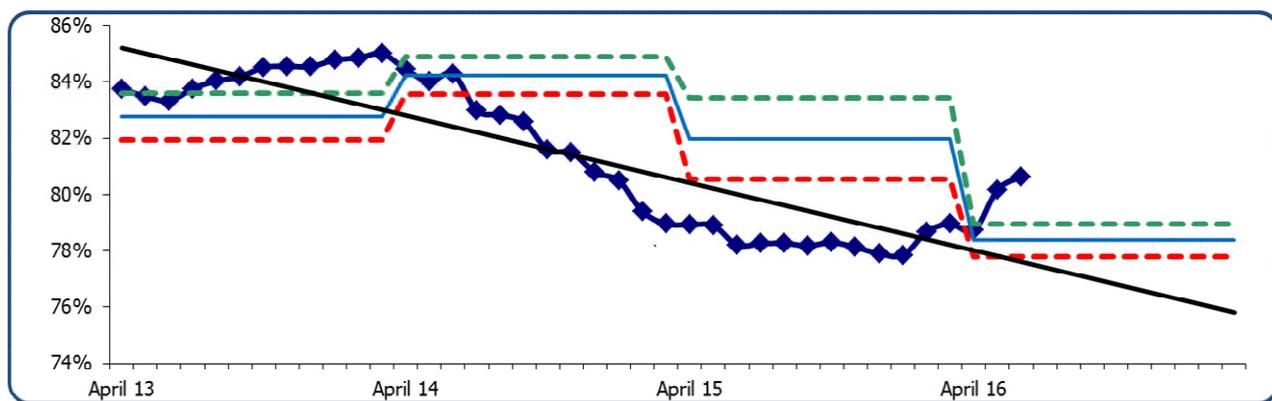
Finally, survey participants were asked a number of questions in relation to their overall satisfaction with the service received from Cleveland Police.

- Prior to this experience, **61.7%** of people said their overall opinion of the police was generally high whilst **9.4%** said their overall opinion of the police was generally low.
- As a result of their contact with the police **56.5%** of people said their opinion of the police had not changed although **33.1%** said they now had a better opinion. **10.4%** stated they now had a worse opinion of the police.

Overall, 80.6% of people surveyed were satisfied with the whole experience. Representing an increase of 2.4% compared to the same period last year and an increase of 1.6% compared to the previous quarter. The results are considered to be stable

Satisfaction with Whole Experience	Comparison to last Year			Comparison to last Quarter		
	12 months ending June 16	12 months ending June 15	% PT Diff	12 months ending June 16	12 months ending Mar 16	% PT Diff
	80.6%	78.2%	2.4%	80.6%	79.0%	1.6%

The graph below shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. Once again the current rate declined throughout 2014/15 however levels have been improving steadily ever since with a notable improvement in the past 2 months. The rate has now risen back above both the average and the upper control limit. The rate remains below the national average (83.6%) and the MSF average (81.4%).



The most frequent reasons given for a positive response included:

- The professional attitude or manner of the officers/staff who dealt with them.
- Whole experience was good. (Police did more than expected).
- A belief that the police did everything possible to deal with the crime.
- Good communication, kept informed and explanation given.
- Quick response.

The most frequent reason given for a negative response included:

- The lack of information/feedback provided in relation to the incident/case.
- Time taken resolving case.
- A perceived lack of action taken by the police. (Not taken seriously).
- The poor or unprofessional attitude or manner of the officers/staff who dealt with them.
- Delay in arrival.

Comparison across Local Policing areas

The following table provides a comparison of satisfaction ratings with the various aspects of the service received across the four Local policing areas. These figures are shown for illustration only. Local Policing area samples should be treated with caution due to the small sample size involved.

		H'pool	R&C	M'bro	S'ton	Force
•	Satisfaction with ease of contact	97.9%	96.7%	95.9%	94.6%	96.1%
•	Satisfaction with actions taken	80.4%	82.2%	76.8%	73.3%	77.5%
•	Satisfaction with feedback	76.3%	70.4%	66.5%	65.2%	68.3%
•	Satisfaction with treatment	93.2%	92.5%	90.3%	90.2%	91.3%
•	Overall satisfaction	85.0%	83.8%	79.3%	76.7%	80.6%

Further information

For further information on Local Policing areas (historical comparisons and graphical illustrations) please refer to the Victim Satisfaction database located on the Performance Information Portal under the performance tab on Sharepoint.

The database also has a function to view the satisfaction level of all the headline indicators by the 3 victim types (Burglary, Violent and Vehicle) allowing comparisons to be made across the victim types and across the local policing areas.

Alternatively, please contact the Performance Management Team within the Tasking, Coordination, Performance and Operations Command.

The next Victim Satisfaction Survey update will be published in OCTOBER 2016