

Victim (Service User) Satisfaction Survey Overview of Findings August 2013 to Sept 2014



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 August 2013 and September 2014, telephone interviews were conducted amongst a random selection of 1527 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.

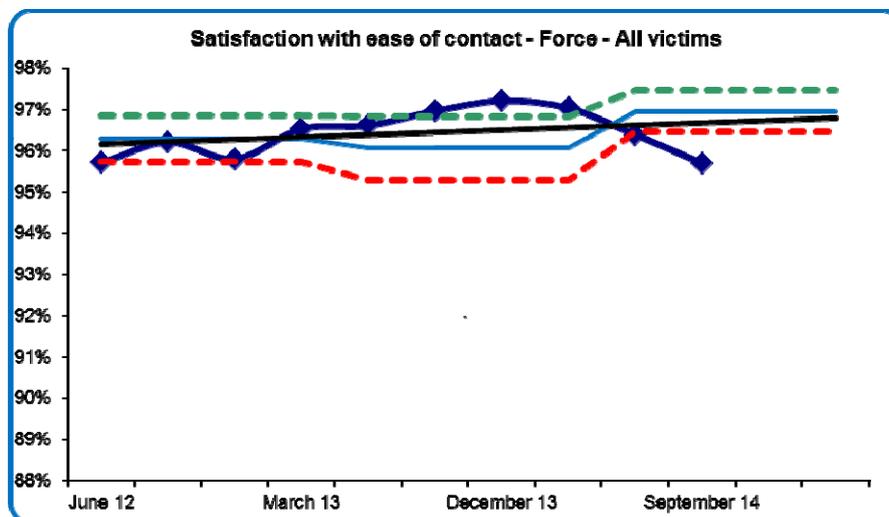
The responses obtained are summarised below:

- The most common method of contacting the police was via a non emergency telephone number (**45.1%**) or via a 999 call (**27.2%**). 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 (**85.8%**). They also found it quick (**96.2%**) and easy (**97.0%**) to speak to someone who could assist them. Upon speaking to someone, **96.6%** said the person was able to take all of the relevant details from them.

Overall, **95.7%** of people surveyed were satisfied with how easy it was to contact someone who could assist them. This represents a decrease of 1.3% points compared to the same period last year and a reduction of 0.7% points compared to the previous quarter. Neither of these changes are considered to be a 'statistically significant'.

Satisfaction with Ease of contact	Comparison to last Year			Comparison to last Quarter		
	12 months ending Sept 14	12 months ending Sept 13	% PT Diff	12 months ending Sept 14	12 months ending June 14	% PT Diff
	95.7%	97.0%	-1.3%	95.7%	96.4%	-0.7%

However, 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 in this area has now fallen for three consecutive quarters and is now below the lower control limit. Elsewhere, the average rate of satisfaction across all forces is 95.6% whilst the MSF average is 96.4%.



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.

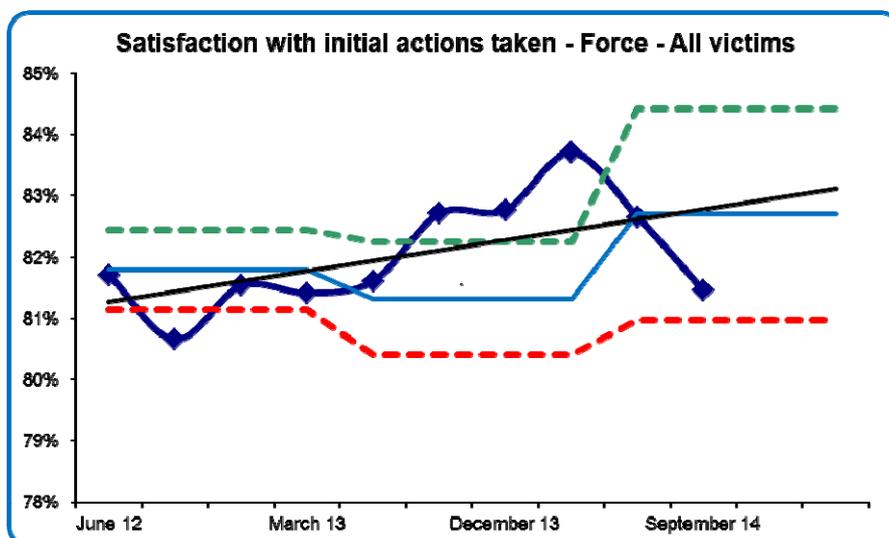
The responses obtained are summarised below:

- **39.7%** of victims were told an officer would arrive within 4 hours of the crime being reported with a further **18.0%** being told an officer would arrive as soon as they could. An officer did arrive within 4 hours in **58.2%** of cases with **14.6%** arriving within 10 minutes. A total of **84.0%** of victims stated they were satisfied with the time it took police to arrive with **10.2%** expressing a level of dissatisfaction.
- The majority of victims thought the police appeared to know what they were doing (**86.1%**), explained what was going to happen (**83.4%**) and felt reassured (**76.2%**). **49.4%** of victims felt the police gave practical advice whilst a further **5.3%** felt that they should have. **66.4%** of victims were given contact details for the person dealing with their case whilst a further **9.0%** feel they should have been given them. **53.4%** of victims were offered advice whilst a further **6.5%** felt they should have.

Overall, **81.4%** of people surveyed were satisfied with the initial actions taken by police. This represents a decrease of **1.3%** points compared to the same period last year and **-1.2%** points compared to the previous quarter. Neither of these changes are considered to be a 'statistically significant'.

Satisfaction with Police actions	Comparison to last Year			Comparison to last Quarter		
	12 months ending Sept 14	12 months ending Sept 13	% PT Diff	12 months ending Sept 14	12 months ending June 14	% PT Diff
	81.4%	82.7%	-1.3%	81.4%	82.7%	-1.2%

The graph below shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. This is the second consecutive quarterly decrease with the rate of satisfaction now falling below the average but above the lower control limit. Elsewhere, the average rate of satisfaction across all forces is 84.1% whilst the MSF average is 82.7%.



The most frequent reasons given for a positive response included:

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

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.
- Perpetrator only got a caution.
- Poor attitude of officers/no interest shown.
- Length of time police took to action (speak to people/arrival).
- 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.

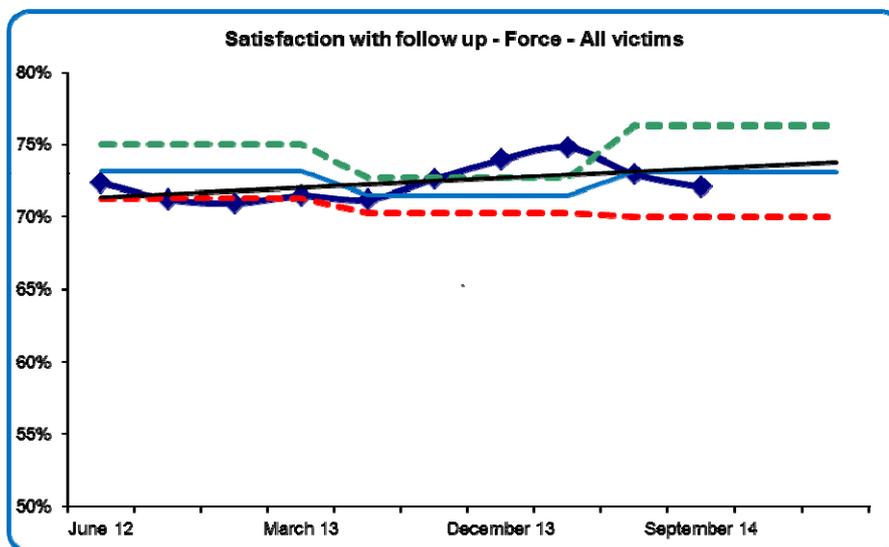
The responses obtained are summarised below:

- **71.0%** of people said they wanted to be kept informed of progress.
- **58.0%** of respondents said that since the initial response the police had contacted them in relation to the incident whilst **18.3%** of respondents said they had contacted the police themselves.
- **77.8%** of people said they were informed about what the police would do with **81.3%** agreeing that the information they needed was provided quickly and over **89.7%** agreed that their questions were answered adequately.

Overall, 72.0% of people surveyed were satisfied with how well they were kept informed in relation to progress. This represents a decrease of 0.6% points compared to the same period last year and a drop of 0.9% points compared to the previous reporting quarter. Neither of these changes are considered to be 'statistically significant'.

Satisfaction with Follow-Up	Comparison to last Year			Comparison to last Quarter		
	12 months ending Sept 14	12 months ending Sept 13	% PT Diff	12 months ending Sept 14	12 months ending June 14	% PT Diff
	72.0%	72.6%	-0.6%	72.0%	72.9%	-0.9%

The graph below shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. As with 'actions taken', this is the second consecutive quarterly decrease and the rate now sits between the average and lower control limit. Elsewhere, the average rate of satisfaction across all forces is 78.1% whilst the MSF average is 78.5%.



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).
- The professional attitude or manner of the officers/staff who dealt with them. (Thorough and efficient). Gave reassurance.
- Information provided quickly (e.g. crime reference given & contact details given).
- 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.
- The police failed to keep to touch as agreed and the 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.

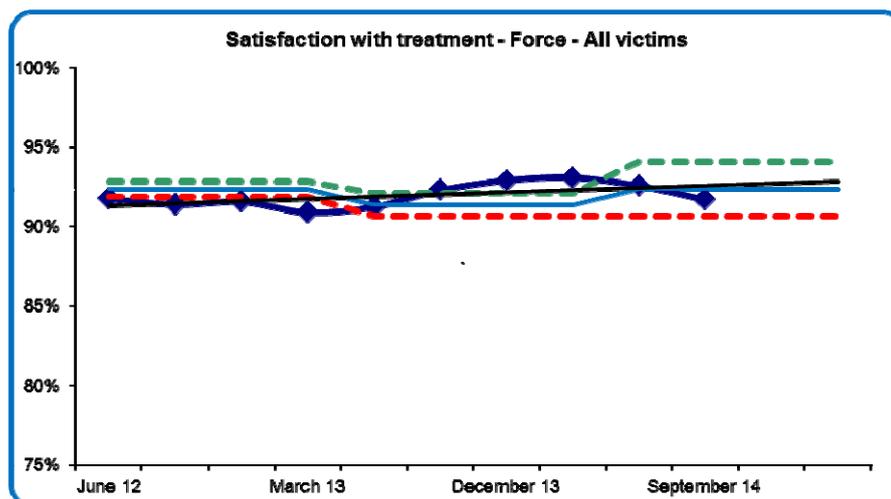
The responses obtained are summarised below:

- 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 (85.0%). 88.6% felt staff had communicated clearly with them whilst 80.2% felt they had been shown sympathy and 93.0% stated staff had been polite. 77.9% of people also felt that police officers/staff took account of their personal circumstances and 87.6% felt they had been treated fairly.

Overall, 91.7% of people surveyed were satisfied with the treatment they received from the police. This represents a decrease of 0.6% points compared to the same period last year and a decrease of 0.9% points compared to the previous quarter. Neither of these changes are considered to be a 'statistically significant'.

Satisfaction with Treatment	Comparison to last Year			Comparison to last Quarter		
	12 months ending Sept 14	12 months ending Sept 13	% PT Diff	12 months ending Sept 14	12 months ending June 14	% PT Diff
	91.7%	92.3%	-0.6%	91.7%	92.6%	-0.9%

The graph below shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. As with the other indicators, the current rate has now fallen below the historical average but remains above the lower control limit. Elsewhere, the average rate of satisfaction across all forces is 78.1% whilst the MSF average is 78.5%.



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 could to deal with the crime.
- Good/clear explanation given (Efficient/informative).

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. (Didn't seem interested/not helpful/arrogant).
- Made to feel that they had done something wrong/time wasting.
- Felt the Police didn't do anything.
- The lack of information/feedback provided in relation to the incident.
- Made to feel as if they (victim(s)) were the criminal.

Overall Satisfaction

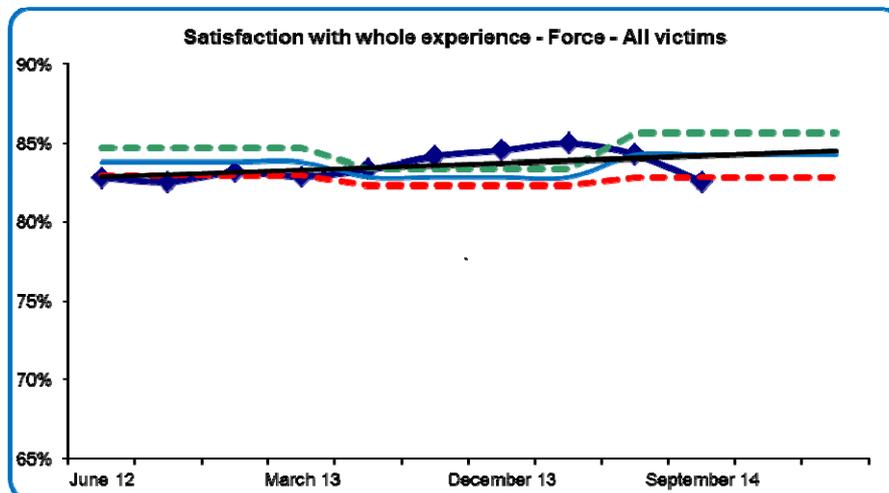
Finally, survey participants were asked a number of questions in relation to their overall satisfaction with the service received from Cleveland Police.

- Prior to this experience, **58.7%** 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 **53.6%** of people said their opinion of the police had not changed although **37.5%** said they now had a better opinion. **8.9%** stated they now had a worse opinion of the police.

Overall, **82.6%** of people surveyed were satisfied with the whole experience. This represents a decrease of **1.6%** points compared to the same period last year and a decrease of **1.7%** points compared to the previous quarter. On this basis, the rate of overall satisfaction is considered to be stable.

Satisfaction with Whole Experience	Comparison to last Year			Comparison to last Quarter		
	12 months ending Sept 14	12 months ending Sept 13	% PT Diff	12 months ending Sept 14	12 months ending June 14	% PT Diff
	82.6%	84.2%	-1.6%	82.6%	84.3%	-1.7%

The graph below shows the satisfaction rate over a longer period of time compared to its historical average and its upper and lower bounds. Once again the current rate has now fallen below the historical average reaching the lower control limit. Elsewhere, the average rate of satisfaction across all forces is 85.9% whilst the MSF average is 86.4%.



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 possible to deal with the crime.
- Whole experience was good.
- Quick response.
- Good communication, kept informed and explanation given.

The most frequent reason given for a negative response included:

- Time taken resolving case.
- The lack of information/feedback provided in relation to the incident/case.
- A perceived lack of action taken by the police.
- 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	92.5%	94.4%	96.3%	97.4%	95.7%
• Satisfaction with actions taken	86.1%	79.9%	81.5%	80.3%	81.4%
• Satisfaction with feedback	79.0%	72.2%	71.6%	69.0%	72.0%
• Satisfaction with treatment	93.8%	90.4%	91.7%	91.9%	91.7%
• Overall satisfaction	83.5%	80.8%	83.7%	81.7%	82.6%

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, Performance and Coordination Command.

The next Victim Satisfaction Survey update will be published in JANUARY 2015