

Are Victims Satisfied?

The Victims' Commissioner's Scoping Review into the Measurement and Monitoring of Victims' Satisfaction with the Police.

FOREWORD BY THE VICTIMS' COMMISSIONER:

THE BARONESS NEWLOVE OF WARRINGTON



I have always placed great importance on criminal justice agencies measuring and monitoring victims' satisfaction with the services they receive. This feedback can then be used to improve the experiences of victims in their journey through the criminal justice system. We can only know the full impact a service can have on a user by seeking their feedback. It enables the service provider to identify what works well. Most importantly, it also gives the victim a voice in determining how they and other victims will be supported in the future.

The Home Office has previously required police forces to measure victims' satisfaction as part of the Annual Data Requirement. This consisted of measuring victim

satisfaction for a limited set of crime types and was restricted to certain types of victims. However, from April 2017, the only mandatory measure of victim satisfaction required by the Home Office will be collected from victims of domestic violence. This means that police forces will be free to measure and monitor the satisfaction of all other victims of crime in line with their own strategic priorities at the local level. Equally, it also means that they will also be free to choose not to measure victim satisfaction at all.

With this significant change in the requirement to measure victim satisfaction on the horizon, I wanted to conduct a review to find out: how police forces have been measuring victim satisfaction to date; how they have used victim satisfaction data to improve services for victims in their local areas; and how they plan to monitor victim satisfaction and make good use of that data to improve services in the future.

A total of twenty four police forces took part in this review. This included twenty three out of the forty three police forces funded by the Home Office in addition to the British Transport Police, which is not Home Office funded. They supplied details of how they currently measure victim satisfaction and how they intend to do so in the future.

I am impressed that the responses from the twenty four participating police forces suggest there is good practice across the country in how victims' satisfaction is measured and in how that data is used to improve services for victims. The evidence provided suggests that police forces have already taken this monitoring of victims' satisfaction further than the nationally mandated minimum standard.

Police forces have provided some excellent examples of how they say they use victim satisfaction data to develop and improve services for victims. They report that these initiatives have had a genuine impact on victims' ability to cope with and recover from the crimes that they have suffered. However, given that not all of the police forces responded to my survey, I do not know if all police forces will continue to measure victim satisfaction now that it is no longer specified in the Home Office Annual Data Requirement.

I am grateful to the forces that have taken part in this review. I hope that by these participants reporting on and sharing their local good practice, it will be possible for all police forces to benefit from their learning and experience. It is by sharing good practice that we can improve the victim's experience of the criminal justice system.

This review is the first of a series of two reviews into measuring victim satisfaction. My second review will look more broadly at how Police and Crime Commissioners, criminal justice agencies and some of the leading third sector service providers measure victims' satisfaction with the services that they provide and how that data is used to develop and improve the quality of their victims' services.

Looking ahead, I hope that following this review, police forces will continue to monitor victim satisfaction in line with their local policing objectives, and that police forces will work together to share best practice, thereby potentially the costs of victim satisfaction measurements.

I must point out that the removal of victim satisfaction measures from the Home Office Annual Data Requirement deprives us of the ability to compare and contrast victims' satisfaction across police forces. Consistent measuring and monitoring of victims' satisfaction with the police assists with transparency and is valuable in identifying both good and poor performance, leading to the identification of effective practice and highlighting areas for improvement.

Looking to the future, I would like to see all police forces publishing their victim satisfaction rates as well as details about how they are using victim satisfaction data to implement demonstrable improvements to victims' services; this will show how they are making a positive impact on victims' coping with and recovering from crime.

Baroness Newby.

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EXECUTIVE SUMMARY

This report presents the findings from a review carried out by the Victims' Commissioner into measurement and monitoring of victims' satisfaction with the police.

The purpose of the review was to gain an understanding of how victims' satisfaction with the police was measured and monitored by individual police forces, all of whom were required to provide victim satisfaction data under the Home Office Annual Data Requirement. The review examined whether police forces limited their data collection to the mandated requirement or whether they went beyond this and collected information on the satisfaction of a broader range of victims, as well as victims of types of crime not specified in the requirement.

The review identified where police forces have reported effective and innovative examples of using victim satisfaction to improve services for victims. It also ascertained the intentions of police forces on how they proposed to collect and use victim satisfaction data from 1 April 2017 onwards, the point at which the Home Office gave police forces control over how they measure victims' satisfaction in their own area.

Twenty four police forces from across England and Wales participated in the review. This included twenty three out of the forty three Home Office funded police forces, as well as the British Transport Police, which is not funded by the Home Office. Care should be taken when interpreting the results of this review as they do not represent the practice of all police forces across England and Wales. There may be some selection bias in that those police forces for which victim services are a priority might have been more motivated to take part in the review. Given that twenty forces did not respond to the request for information, the review has not been able to establish for certain whether all police forces will continue to measure victims' satisfaction with the police, although the police forces that did take part represent a good geographical spread across England and Wales. The participants have provided a range of innovative examples of how victim satisfaction can be measured and monitored and how that data can be used to improve services for victims.

A thematic analysis of questionnaire returns from police forces identified key trends in how police forces have measured victim support in the past and how they plan to measure it in the future. Original police user satisfaction surveys were examined in order to identify common approaches across police forces as well as unusual and innovative approaches to measuring victims' satisfaction. Innovative and effective practice was also identified in police force's descriptions of how they use victim satisfaction data to identify victims' needs, thereby improving services for victims.

The findings from this review indicate that the majority of police forces already collect data beyond the previously mandated requirements of the Home Office. The review found police forces reporting examples of good practice and innovative work in terms of how the data is collected and used to improve services for victims.

The reduced mandatory requirement from the Home Office has led to some police forces using this as an opportunity to develop new survey methods, including a broader range of crime types and victims in their surveys than was previously mandated. They are able to align their victim satisfaction surveys more closely with priorities in their local area. All of the police forces that took part in the review said they use their survey findings to support their performance management, and the majority said they use the surveys as an opportunity for service recovery, re-contacting victims if they express a need for further support through their survey response.

Most police forces could give specific examples of how data has been used directly to inform improvement in services for victims. The examples cited by police forces in this review suggest that data collected through victims' satisfaction services is put to good use at the local level. This led the review to conclude that victims would benefit if police forces continue to monitor their satisfaction.

A collaborative approach across police forces, which involves sharing of good practice and ideas, may help to reduce the costs of developing and implementing forty four different surveys (including the British Transport Police) across England and Wales and improve the quality of future measurement.

The review has made recommendations on the future measurement of victim satisfaction. These include a recommendation that all police forces continue to measure and monitor victim satisfaction, and that thought should be given as to who is best placed to provide guidance on how victims' satisfaction is measured going forward and how that data is used to improve services for victims.

Police forces should also be encouraged to work together to share best practice and costs of victim satisfaction measurement. They should ensure that the data collected is used to inform continuous improvement and development of victim services, as well as enhance performance management. Forces should have robust systems in place to measure these improvements, both in terms of enhancing victim satisfaction and providing value for money.

Police forces should publish details of their victim satisfaction survey methods, findings, plans to use the data and examples of where significant positive change has been achieved through the use of local victim satisfaction data.

Consideration should be given as to whether police forces should continue to collect some of the core victim satisfaction survey data from the former mandatory requirement in order to monitor changes over time and compare levels of victims' satisfaction across police forces area. The ability to compare and contrast victims' satisfaction across police force areas is reduced with the removal of these measures from the Home Office Annual Data Requirement; indeed some police forces may choose not to measure victims' satisfaction at all given the challenging funding and policing decisions that they face. This inability to compare police performance from 1 April 2017 has the potential to lead to a lack of transparency and accountability in how victims are treated by the police as part of their journey through the criminal justice system.

Some police forces indicated that they were not certain whether to expect further guidelines from the Home Office on measuring victims' satisfaction and are delaying their plans until confirmation is received. The Home Office may wish to reinforce their current position on issuing guidance on measuring victims' satisfaction in order to ensure that all police forces are aware of the current requirements.

INTRODUCTION

- 1) In March 2016, the Victims' Commissioner's Office, in conjunction with Portsmouth University, published a rapid evidence assessment of the best available international evidence on what works in supporting victims of crime, titled *What Works in Supporting Victims of Crime* (Wedlock and Tapley, 2016).¹
- 2) The report found that there are four key principles that work in supporting victims of crime: information and communication; procedural justice; multi-agency working and professionalised services, particularly those that provide the victim with a single individual advocate or victim case worker to help them in their whole journey throughout the criminal justice system.
- 3) The Victims' Commissioner's Second Term Strategic Plan² sets out five overarching aims for 2016-19. One of these is to review the provision of victim services on the basis of the four key principles of what works in supporting victims of crime. This review and future reviews produced by the Victims' Commissioner will be based upon these four key principles. They provide the basis for evidencing what level of services and entitlements are required to enable victims of crime to cope and recover and how they can be best delivered.
- 4) This review is the first in a series of two in which the Victims' Commissioner examines how victim satisfaction is measured and monitored and then used to improve the services that victims of crime receive in England and Wales. The second review in the series will focus on how Police and Crime Commissioners, criminal justice agencies and some key providers of victims' services monitor victims' satisfaction. The focus of this review is solely on police forces and how they measure and monitor victims' satisfaction with the services that they provide.
- 5) This is a scoping review and it examines the ways in which police forces have measured and monitored victim satisfaction in the context of previously mandated data requirements by the Home Office. It compares the minimum data collection required for the Home Office Annual Data Requirement with the data that police forces actually collect. Gaps and limitations in the measurement of victims' satisfaction are identified. This review asks police forces to identify good practice in using victims' satisfaction data to improve victim services, as well as highlighting innovative practice in data collection and service delivery. It identifies how police forces plan to engage in measuring victims' satisfaction in the future and draw out conclusions about the effectiveness of current practice and the utility of monitoring victims' satisfaction in improving services for victims.
- 6) The review used a survey methodology; the survey questionnaires were completed by representatives of the police forces. Most police forces submitted a copy of their victim satisfaction survey script and so it has been possible to verify the questions asked in their satisfaction surveys. However, it has not been possible in this scoping review independently to verify the examples of good practice reported by the police forces, in which they say that victim satisfaction data and measurement is used to improve services for victims.

1 Wedlock, E and J. Tapley (2016) *What Works in Supporting Victims of Crime*: <http://victimscommissioner.org.uk/wp-content/uploads/2014/10/What-works-in-supporting-victims-of-crime.pdf>

2 Victims' Commissioner's Strategy Plan 2016-19: <http://victimscommissioner.org.uk/wp-content/uploads/2014/10/VC-Strategy.pdf>

Home Office guidance on mandatory measurement of victims' satisfaction with the police

- 7) Prior to 1 April 2017, the Home Office mandated all police forces to conduct user satisfaction surveys with specified user groups and to return data on a quarterly basis as part of their Annual Data Requirement.
- 8) The Home Office provided guidance on the mandatory measurement of victim satisfaction with the police. The 2016/17 guidance issued by the Home Office replaced earlier versions. It was preceded by a more substantial update by the Home Office, in consultation with forces, and which was issued in 2015/16. This update extended the coverage of the surveys from victims of racist incidents to all hate incidents (covering all strands: race, religion, sexual orientation, transgender and disability).
- 9) The crime types included in the measurement of victims' satisfaction with the police were domestic burglary, violent crime, vehicle crime and hate incidents.
- 10) Within those crime categories, the Home Office guidance stated that the following types of victims must be excluded from the sample:
 - victims under the age of 16;
 - victims of domestic violence;
 - sexual offences; and
 - police officers who are assaulted in the course of their duties.
- 11) It was also recommended that, where possible, the following types of victims should also be excluded:
 - where the offender is a family member;
 - victims who have indicated that they do not wish to be surveyed;
 - the offender was a member of the police service or police authority; and
 - where the survey is likely to cause distress to the victim.
- 12) It was recommended that the following further types of victims should also be considered for exclusion:
 - elderly victims who may be considered vulnerable;
 - victims who have made a formal complaint against the police regarding this incident;
 - victims who are considered vulnerable (those with mental health problems or someone who has recently been a victim of domestic violence);
 - victims who have requested no further police action;
 - victims who will not cooperate with police investigation;
 - victims who have been contacted several times in 12 months;
 - when the incident is part of an ongoing neighbour dispute;
 - when the crime involved very serious injury;
 - when the burglary was of an unoccupied local authority property; and
 - when the victim of a vehicle crime was a business rather than an individual.

- 13) The Home Office guidance included a requirement that all forces use telephone surveys to obtain victim feedback in order to ensure comparability and validity of results. As long as police force areas complied with the mandatory guidance they could make their own decisions on any further monitoring of victim satisfaction.
- 14) The following core questions were required in all police surveys of victim satisfaction:
 - **Initial contact** – Are you satisfied, dissatisfied or neither with how easy it was to contact someone who could assist you?
 - **Actions taken** – Are you satisfied, dissatisfied or neither with the actions taken by the police?
 - **Follow up** – Are you satisfied, dissatisfied or neither with how well you were kept informed of progress?
 - **Treatment** – Are you satisfied, dissatisfied or neither with the way you were treated by the police officers and staff who dealt with you?
 - **Whole experience** – Taking the whole experience into account, are you satisfied, dissatisfied, or neither with the service provided by the police in this case?
- 15) It was recommended that these questions should be supported by additional diagnostic questions, which explored the presence and absence of particular elements of service and helped to identify influences on satisfaction.
- 16) All surveys included questions about the victim's demographic characteristics of sex, age, ethnic origin and disability as a minimum. Forces were required to consider asking about other protected characteristics: gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief and sexual orientation.
- 17) The findings of the user satisfaction surveys were made available via the iQuanta³ website for forces to benchmark their results against others. Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) have used the satisfaction measures as part of their Police Effectiveness, Efficiency and Legitimacy (PEEL) programme of inspections; the overall satisfaction measure was published on the HMICFRS Crime and Policing Comparator Website to enable national comparison.
- 18) The last set of data published on the HMICFRS Crime and Policing Comparator Website showed that in the twelve months to December 2014, around 84% of victims surveyed in police victim satisfaction surveys said that they were satisfied with the overall service provided by the police. The measure of overall satisfaction with the police is the only published national comparator of police quality of service. Across England and Wales this ranged from 78% to 92% of victims who are satisfied with the overall service provided by the police(HMICFRS).⁴

3 iQuanta is a web-based service provided to operational staff in police forces, Community Safety Partnerships (CSPs) and HMICFRS. iQuanta allows users to access provisional data before finalised National Statistics are published. Accordingly, the service is accessible only to accredited users and has clear terms and conditions set out limiting public use of the data before the statistics are officially published.

4 HMICFRS Crime and Policing Comparator available at: <http://www.justiceinspectorates.gov.uk/hmicfrs/crime-and-policing-%20comparator/>

Other national measures of victim satisfaction

- 19) The Crime Survey for England and Wales (CSEW) uses a more comprehensive sample of crime types and victims than the Home Office mandated police victim satisfaction surveys. The CSEW includes the following offences:
 - violence (though murder cannot be included);
 - robbery;
 - theft (personal, burglary, vehicle, bicycle, other household); and
 - criminal damage.
- 20) In April to September 2014, 67.1% of victims surveyed in the CSEW said they were very or fairly satisfied with the way the police and criminal justice service handled the matter.
- 21) There is a clear discrepancy between the proportion of victims surveyed in local police satisfaction measures who state that they are satisfied compared with those who have suffered victimisation through the broader range of crimes included in the CSEW survey. Care must be taken in interpreting this difference. It may be that the difference is due to the CSEW asking a broader range of victims who have suffered from crimes other than those measured in police victim satisfaction surveys. Also, the CSEW question relates to the victims' experience with the whole of the criminal justice service compared with the police measures, which relate only to victims' satisfaction with the police. It may be that victims are more satisfied with the police than with other criminal justice agencies and so this is why the victim satisfaction survey shows higher levels of satisfaction than the CSEW.

Current and future Home Office annual data requirements

- 22) In 2015 Chief Superintendent Irene Curtis carried out a review into 'The use of targets in policing'. This report recommended that the Home Office should review the requirement for police forces to submit victim satisfaction data. The key reasons given were that the crime types covered in the surveys no longer reflected priority crime types, and that the concentration of measurement on particular crime types could potentially be a driver in aiming to improve survey results rather than truly improving services.
- 23) A letter from Brandon Lewis, the previous Minister of State for Policing and Fire Services, to the Victims' Commissioner (March 2017)⁵ stated that following on from this report, the National Police Chief Council's Performance Management Co-ordinating Committee led a review into surveys. This review found that police forces would prefer to replace victim satisfaction data with a more flexible requirement to demonstrate that they are seeking insights from a broader range of service users and that they are using these insights to improve policy and practice. As a result of this review into surveys, the mandatory requirement for victim satisfaction surveys in their current form has been removed from the Annual Data Requirement for 2017/18. Although measurement of victim satisfaction is not mandatory for police forces, the Minister stated that 'many forces may decide to continue to run these surveys'; however the choice whether to do so is at the discretion of individual forces.

5 Correspondence between The Minister of State for Policing and the Fire Service and the Victims Commissioner (2017) available at <http://victimscommissioner.org.uk/what-we-do/meetings-with-stakeholders/>

- 24) In a consultation with the National Police Chiefs Council through this review, the National Policing Lead for Victims and Witnesses agreed with the Home Office decision to take measurement of victims' satisfaction out of the Annual Data Requirement.¹ He stated that it is the responsibility of Police and Crime Commissioners to hold police forces to account and monitor performance in a way that meets local need and is reflective of local issues and priorities. He acknowledged that this would make it difficult to compare and contrast performance and delivery across the country, but that the localised approach is not intended to produce national comparison, but to provide local accountability with the aim of improving local services. (ACC Cann 2017)
- 25) Separately, following the HMICFRS's review into the police response to domestic abuse, published in March 2014, the Home Office developed a survey to capture the views of domestic abuse victims about the services they receive from police. Data from this domestic abuse victims' survey formed a mandatory part of the Annual Data Requirement for all police forces from April 2016, although police forces can tailor the survey to reflect local needs. The aim is for this survey to inform police forces in how they can improve their services for victims of domestic abuse.

¹ Email correspondence between the Office of the Victims' Commissioner and ACC Gary Cann, National Policing Lead for Victims & Witnesses 24th June 2017.

AIMS AND OBJECTIVES OF THIS REVIEW

- 1) This review seeks to assess the extent to which police forces across England and Wales have been measuring the satisfaction of victims in their area, whether police forces have collected the bare minimum of data to comply with the Annual Data Requirement, or whether they chose to collect more than the minimum requirement. The review also asks police forces how they use victim satisfaction measurement to improve services to victims. The review has identified where police forces report good and innovative practice in using this evidence to refine and target services, which in turn have led to a reported improvement in victims' satisfaction.
- 2) In this review, police forces were asked whether they see any limitations in their current measurement of victim satisfaction. It also asked what, if any, plans they have for changing or developing their measures of victim satisfaction in the future, given that as from 1 April 2017, there will be no mandatory requirement for them to measure the satisfaction of any victims other than those who have suffered domestic abuse.
- 3) This review into measurement of victims' satisfaction with police forces will form the first of a two part review into how victims' satisfaction with all parts of the criminal justice system is measured and monitored. The second part of the review will examine how PCCs, criminal justice agencies and some of the largest service providers measure and monitor victim satisfaction, and how they use that data to improve services for victims.

METHODOLOGY

- 1) A brief survey⁶ was issued to all police forces in England and Wales, facilitated by the office of the National Policing Lead for Victims and Witnesses. The survey asked open questions about how police force areas measure and monitor victim satisfaction. Police forces were asked how they currently measure victim satisfaction, the type of information they gather, whether that included detailed information about victims' satisfaction with police processes and also whether they collected information on the quality of interaction with the police and how victims are treated by them. The survey also asked how the data collected by the police is used to develop and improve the services that victims receive, whether there are any potential gaps and limitations in their data collection, and any changes they plan to make in how they measure and monitor victim satisfaction in the future. Police forces were asked to supply copies of their victim satisfaction survey questionnaires.
- 2) Police force victim satisfaction survey questionnaires were examined to establish whether they meet with the minimum mandatory requirements or whether they actually collect additional data to that required in Home Office guidelines. A thematic analysis was carried out to establish how police forces say they use data from the satisfaction surveys to improve the delivery of their services to victims, identifying any common views on the limitations of the Home Office mandated data requirement along with plans for future measurement and monitoring of victim satisfaction. The review provides examples of good and innovative practice in measuring and monitoring victim satisfaction and using that data to improve services.

6 See Appendix 2: Measuring Victim Satisfaction: Questions for Police Forces

FINDINGS

- 1) Twenty three out of forty three Home Office funded police forces in England and Wales and the British Transport Police, which is not Home Office funded, replied to the Victims' Commissioner's survey on the measurement of victim satisfaction, giving a response rate of 56% of all police forces. The fact that twenty police forces did not respond introduces a potential selection bias to the findings in that it may be that those police forces with most interest in victim and witness issues replied to the survey. Care should be taken when interpreting the findings of this review as the findings cannot necessarily be generalised to all police forces. There is no way of knowing from the findings of this review whether all police forces intend to continue to measure victim satisfaction, though the returns from twenty four police forces were from a wide geographical spread across England and Wales (see Appendix 1 for a summary of findings by police force area). This gives a good indication of the sorts of data collected about victims' satisfaction with the police, how police forces say they use this data to improve services, the limitations of the Home Office mandated survey and future plans for measuring and monitoring victim satisfaction by those police forces that chose to respond to the survey.

Victim satisfaction data currently collected by police forces

- 2) All of the police forces that responded to this review currently collect more data on victim satisfaction than required by the 2016/17 Home Office mandatory annual data requirement. In particular, all of these police forces collect more than the mandatory requirement on victim satisfaction in respect of procedural aspects of policing, and all but one of the police forces collect detailed information about the quality of interaction between police and victims and how victims are treated.
- 3) The survey did not directly ask whether police forces carry out the data collection themselves. However, in discussing the methodology, some forces noted that they conduct the victim satisfaction survey themselves, some are carried out by other police forces on their behalf and some contract the survey out to private companies. This has the potential to have an effect on the results of the survey and also to affect the ability to use the survey for direct service recovery if victims report being dissatisfied with the service that they have received.

Measuring coping and recovery outcomes for victims

- 4) Only one police force that responded to the survey directly measures outcomes for victims in terms of the effect that the crime has had upon them and their ability to cope and recover from it. The City of London Police Economic Crime Directorate is the National Policing Lead for Fraud and is dedicated to preventing and investigating fraud at all levels. The Directorate asks victims in fraud investigations whether they were given advice by the service on how best to reduce the likelihood of them becoming victims of fraud again. It also asks if they have taken any practical measures to reduce the risk of becoming a victim of fraud in the future (for example screening telephone calls, protecting their identity or installing antivirus software on their computer.) This can be viewed as an outcome measure for victims of fraud because taking these actions after receiving advice could have a tangible impact on the risk of re-victimisation. Similarly, the City of London Economic Victim Care Unit, which supports victims of fraud specifically located in London, asks questions around outcomes for victims in terms of whether they have taken steps to protect themselves from fraud re-victimisation as well as whether the prevention advice and guidance that they received has enabled them to feel safer and more confident. The City of London Police is also responsible for Action Fraud, the UK's national fraud and cyber crime reporting centre. The Action Fraud satisfaction survey is delivered on line to all victims that report on-line fraud. It asks victims whether their understanding of fraud has improved, which would demonstrate a positive outcome from their engagement with the service.

- 5) The British Transport Police (BTP) measures victims' feelings of personal security when using or working on the railway or underground network. This could reasonably be linked to an outcome that was influenced by their interaction with the BTP because the survey asks victims about their opinion of BTP before their experience and whether this opinion has changed as a result of their experience with BTP.
- 6) North Yorkshire and Lincolnshire police forces measure victims' confidence in the police and whether this has increased or decreased since their interaction with the police force. Hampshire police force asks victims whether they would be confident in contacting the police again.

Monitoring victim satisfaction by victims' characteristics

- 7) The Home Office only required police forces to collect data about a limited number of demographic characteristics. Many police forces actually collect additional information about victims' protected demographic characteristics. Eight of the police forces who replied to the survey collect data on victims' religion, seven record data on victims' sexual orientation, one police force asks victims about their employment status, and one police force asks victims directly whether they think that they were discriminated against by the police and if so, how.

Monitoring victim satisfaction by crime type

- 8) Although the Home Office mandated only that the satisfaction of victims of certain crime types should be measured, many police forces have extended the survey to other crime types and some have tailor made further surveys for victims of specific crimes.
- 9) Nine of the police forces who responded to the survey measure and monitor the satisfaction of victims of anti-social behaviour (ASB). Some include victims of ASB in their main survey and some carry out bespoke surveys for victims of this crime.
- 10) Some police forces have included further crime categories not included in the mandatory guidance, such as Staffordshire police force, which includes victims of stalking and harassment, road traffic collisions and 'other crime'. The 'other crime' category consists of a sample drawn from all other crimes not included in the Home Office mandatory list. Durham police force includes victims of criminal damage in their satisfaction monitoring, which is not included in the Home Office guidance. Durham police force has also developed bespoke surveys for anti-social behaviour, domestic violence and serious sexual assaults.
- 11) Some police forces have aligned their victim satisfaction monitoring with their strategic priorities. For example, the BTP measure satisfaction of rail staff victims of public order offences. The City of London Police and Action Fraud monitor the satisfaction of victims of fraud and economic crimes, which is in line with their responsibility for investigating these types of crimes.
- 12) The majority of police forces are currently piloting a new survey for victims of domestic abuse in line with the mandatory requirement from the Home Office.

Limitations of current approaches to measuring and monitoring victim satisfaction

- 13) Police forces identified a number of limitations in the approaches that they have taken to measuring and monitoring victim satisfaction. The majority of police forces said that the Home Office mandated crime types and victim types created a gap in their measurement of victims' satisfaction. Some police forces also said that the mandated crime types did not reflect the strategic priorities in their police force area. For example, Dorset police force said that the focus on specific crime types does not reflect their approach to prioritisation based on risk of harm rather than category of crime. Many of the police forces said that not only did the prescribed crime types produce a gap in the data collection, but also that they would like to expand the crime types surveyed in order to gain a fuller understanding of the experiences of all victims in their area.
- 14) Two of the police forces identified a gap in capturing the views of children and vulnerable victims and found this group's views particularly difficult to capture. One of these forces commented that it is difficult to gather the views of victims who may be less likely to engage positively with the police force in the first place.
- 15) Two of the police forces identified methodological gaps in their approach. British Transport Police said there were limitations in asking such complex questions via a telephone survey. The City of London Police said there was a limit in measuring the satisfaction of victims who used the Action Fraud service because they have no method for surveying victims who reported a crime via the telephone service. Lincolnshire police force said that there were sometimes difficulties in meeting the monthly interview sample size targets due to the limitations of resource and funding to carry out this work.
- 16) Some police forces mentioned difficulties with the timing of measuring victim satisfaction and identified a need for more research and guidance to be provided as to when would be the right time in a victims' journey to ask them about their experience with the police.

How victim satisfaction data is used

- 17) The overall satisfaction measure was published on the HMICFRS Crime Comparator website, which allows users to compare overall satisfaction measures across all police forces along with a range of solved crime rates as measures of quality of service. The comparator website also published police force level data on recorded crime and anti-social behaviour, force finances and force costs.
- 18) Police forces reported that they use victim satisfaction data for service recovery to follow up cases where victims have reported a problem with their engagement with police services, as well as administration and performance management and providing an evidence base to improve services for future victims.

Service recovery

- 19) A number of police forces reported that they use the victim satisfaction survey for service recovery. They gather information about whether a victim has any outstanding issues in relation to their crime and establishing whether they would like to be re-contacted about this by the police. The process of obtaining feedback from victims can have an immediate and direct impact for individual victims through service recovery, as well as collating victims' views collectively.

How police forces use victim satisfaction data for service recovery

Police force	Service recovery usage
Avon and Somerset	If a victim expresses dissatisfaction through the survey, they can be re-contacted. For example, a victim of sexual assault completed a survey with negative comments about the no further action investigative decision. This was brought to the attention of the Lighthouse victims and witness hub. The investigation was subsequently re-opened and further evidence was obtained which has resulted in the case proceeding to court.
British Transport Police	Victim satisfaction data is used in the service recovery protocol, providing an opportunity to respond promptly to victims' concerns.
Durham	A 'supervisor 7-day ring back' policy ensures that all victims of the surveyed crime types receive a follow up telephone call from the incident's officer-in-charge's supervisor. This is an informal call in which the supervisor checks whether the victim has been kept informed and whether they have any further service recovery needs. Supervisors use the calls to gain feedback on officers which is used in performance reviews.
Dyfed-Powys	A telephone researcher will be based in the new crime and allocation monitoring team (ICAT). The co-location of the researcher in the police team means that police can provide immediate service recovery to victims if they report that something has gone wrong through the victim satisfaction survey.
Essex	If a victim expresses dissatisfaction and agrees that their details can be shared, the Quality of Service Team will make contact with them within 24 hours, aiming to resolve the issue in their first contact. If this is not possible they will contact the investigating officer to facilitate resolution. The Quality of Service Team also co-ordinate all queries about the force; victims can contact them directly via the 101 non-urgent police phone number to discuss any concerns or dissatisfaction with the service.
Gwent	Police officers provide service recovery when an issue is identified by a victim in the survey. Data from the survey has informed the Gwent CARES process: a method for agreeing a service level 'contract' with victims when they report a crime.
North Yorkshire	A recovery service is in place in which victims who express dissatisfaction can be re-contacted by the police for service recovery.
Nottinghamshire	Victim contact details are forwarded to officers and supervising officers if the victim requests further action through the survey e.g. requests for updates, return of property etc. Positive feedback is also passed on to individual officers.

Police performance management

- 20) Many of the police forces that took part in this review described how they used victim satisfaction monitoring data to inform their performance management frameworks.

How police forces use victim satisfaction data in performance management

Police force	Performance management usage
British Transport Police	Victim satisfaction data is discussed at the Performance Board. Monitoring information is fed back to divisions for local level performance management. Findings from the survey have been used to develop a bespoke 'Personal Hate Crime Victim Risk Assessment Form'.
Cleveland	Victim satisfaction monitoring is used for individual officers' performance reviews and data is used to highlight the importance and impact of police / victim interaction.
Cumbria	Statistical analysis is used to investigate which activities and behaviours have the biggest impact on victims' satisfaction. Performance against these key satisfaction drivers is monitored monthly on a dashboard which is refreshed annually.
Durham	Victim satisfaction monitoring data is fed into their regular "Operational Threat and Risk" meetings, the "Total Victim and Witness Care Group" and the monthly "Force Leadership Group" meetings.
Essex	The Force Victim Focus and Public Confidence Board monitors victim satisfaction results and uses the data to improve performance.
Gloucestershire	User satisfaction survey data is analysed on a monthly basis, findings are included in monthly performance meetings. Bespoke local level reports are also provided to the neighbourhood policing inspectors, which include a series of 'top tips' based on the known drivers of victim satisfaction.
Hampshire	Victim satisfaction data is published in the monthly force performance profile, and data is examined at district level to monitor local level performance.
Lancashire	Victim satisfaction data is used in one to one feedback meetings between supervisors and their teams. The survey data is also used by the "Tactical Management and Strategic Management Boards" to highlight issues and good practice.
Nottinghamshire	Victim satisfaction survey results are reported monthly to the Performance Board. The data is also placed on a "Confidence and Satisfaction" dashboard.

Using victim satisfaction data to improve services.

- 21) As well as using survey data to monitor victim satisfaction, many police forces report using the data to identify specific needs and gaps in provision of services for victims. Some police forces gave examples of how they say victim satisfaction data has been used to provide the evidence base to support changes in policy and services leading to improvements in the way in which victims are supported by the police.

How police forces use victim satisfaction data to improve services for victims

Police force	Improvement for victims
Avon and Somerset	Based on feedback from victim satisfaction measures, staff in the Lighthouse victim and witness hub have been trained to take Victim Personal Statements when they are urgently needed for court. Feedback has also been shared across partner agencies, for example, to the Witness Service, regarding the need for some victims to use a side door or discreet entrance to the court to avoid coming into contact with the defendant.
The City of London Police	Victim satisfaction data has been used to highlight lower levels of satisfaction for certain types of interaction with the police and specific crime types. In response, guidance was issued to raise awareness of the importance of empathy with victims, understanding the impact of victims' interaction with the police, and how to ensure that victims understand the information given to them. Reported levels of victim satisfaction rose following this intervention.
Dorset	Victim satisfaction survey data was used to inform the establishment of a Victims Bureau, which aims to ensure that victims are kept up to date with timely and accurate information.
Gloucestershire	A lead person is responsible for 'service excellence' by taking on board feedback and using it to make improvements for victims. Focus has been on ensuring that police officers and staff provide updates for victims, which keep them informed of progress. Gloucestershire reports that this has enabled the force to improve its victim satisfaction from 37 th nationally, to 9 th .
Hampshire	Victim satisfaction survey data was used to identify a drop in satisfaction for victims of hate crime. This prompted a plan specifically to engage with victims of hate crime, which led to Hampshire police reporting an increase in satisfaction with the police for victims of hate crime.
Lincolnshire	Victim satisfaction data was used to identify difficulties in keeping victims informed. This prompted a drive to improve officers' understanding of the Victims' Code of Practice. Random sampling of case records was introduced to monitor the effectiveness of officer communications with victims as well as setting up 'Victim Links', a dedicated telephone service to provide victims with information and status updates of the investigation and progress of their case.
Merseyside	Victim satisfaction data is used to shape victim services, for example, victim feedback was used to inform training given to call handlers in communicating with victims and how to best manage their expectations.
North Yorkshire	The victim satisfaction survey found that call handlers were not doing enough to manage the expectations of victims where there would be no police attendance. This resulted in guidance and training for staff to improve this aspect of victim care.
Staffordshire	Satisfaction data is used to inform the work of "Victim and Witness Service Improvement Meetings". In 2016, levels of victims' satisfaction with action taken by the police dropped for victims of particular crime types. Changes were made to the "Crime Management System" for officers to record in investigation plans how victims would like to be kept informed. These investigation plans and victim contracts are used by line managers to monitor performance and have instilled in staff the importance of keeping victims informed about progress in their case.
Surrey police	Results from a separate survey for victims of anti-social behaviour were used to identify demand for an independent support organisation. This service was set up to offer practical and emotional support and advice for vulnerable and repeat victims of ASB.

Innovative practice

- 22) The review found that the way in which some police forces said that they collect and use victim satisfaction data was particularly innovative.

Innovative practice in collecting and utilising victim satisfaction data

Police force	Victim satisfaction initiative
Avon and Somerset	Victims' satisfaction and feedback is sought through a number of channels rather than one victim satisfaction survey. This includes data collected by the Lighthouse victim and witness hub and Independent Sexual Violence Advisors. These measures are compiled to make an overall judgment of victim satisfaction.
Cumbria	Qualitative research is carried out in addition to the user satisfaction survey in order to gain a better understanding of the quality of victims' interaction with local police. Periodically a "Customer Journey Mapping Exercise" is undertaken in which staff speak to victims of crime, including anti-social behaviour, about their experience of each part of the criminal justice system. This qualitative data is used to identify key areas for improvement.
Dyfed Powys	Currently developing an online survey to measure the qualitative care aspects of their service through a 'Did We Care' survey. This will be publicised by officers and police community support officers giving 'We Care' cards to victims.
Gloucestershire	Developing a broader 'Service Insight' initiative which will collate information from a variety of victims, the general public, their partners and their staff in order to gain a more rounded understanding of perceptions of everyone who engages with the police.
Greater Manchester	Victim satisfaction data showed that a lack of follow up action, keeping victims informed and failure to manage expectations are key drivers of victim dissatisfaction. This insight was used to develop a more customer service based approach, supported by a tailor made package of training in customer service, rolled out across the force. The force also holds "Listening and Learning" workshops; in which it invites members of the community in to discuss victim satisfaction, to understand what works well and where improvements can be made.
North Yorkshire	In addition to the user satisfaction survey, this force also runs an on-line survey about how easy victims find it to contact the police. Volunteers call victims of violent crime to ask them further open questions about the quality of service they have received.
Staffordshire	In addition to the main victim satisfaction survey, this force measures the satisfaction of victims whose crime has been dealt with by an "Out of Court Disposal". The force also carries out a "Court Exit Survey" to establish how satisfied the victim was with their journey throughout the criminal justice process.

Future plans for measuring and monitoring victim satisfaction

- 23) Some of the police forces that replied to the survey were unsure what the Home Office requirements would be from April 2017. For example, Cheshire police force said that its future plans to measure victim satisfaction would be dependent upon Home Office 2017/18 requirements, Cleveland said it would consider re-evaluating which crime types to include if the Home Office guidance changes, Northamptonshire said it was awaiting Annual Data Requirement instructions and North Yorkshire said its plans for measuring victims' satisfaction are currently being developed but the force is awaiting an update on guidance from the Home Office. It is clear that not all police forces have a clear understanding of the changes to Home Office Annual Data Requirements.

- 24) Some of the police forces stated that they will use the changes in mandatory reporting as an opportunity to develop their measurement of victims' satisfaction further and include more types of crime and victims. The British Transport Police said that they would like to extend the crime types surveyed to gain feedback from all types of victims. Cheshire police force said that dependent on Home Office requirements, they would consider surveying further victim groups. Durham police have plans to include victims of fraud in their victim satisfaction measures from 2018/19. Action Fraud, which is part of the City of London Police, plans to extend its survey to include victims who reported the crime via their telephone service.
- 25) Some police forces report being in the process of setting up new bespoke surveys to measure the satisfaction of victims of specific crimes. Gloucestershire is considering interviewing victims of anti-social behaviour and road traffic collisions. Staffordshire police force is developing a business crime survey and Surrey police force is looking into the possibility of setting up a new survey for victims of sexual offences. Dyfed Powys will include questions in its victim satisfaction survey about their "Goleudy", or "Lighthouse" services, which is a hub for services for victims and witnesses, providing them with face to face support, telephone help and signposting. Dyfed Powys is also developing an on-line 'Did We Care' survey. Cumbria has been surveying victims of anti-social behaviour for a number of years and has just finished revising the questions to capture additional feedback from this group.
- 26) Some police forces said that they are taking the opportunity to realign their measurement of victim satisfaction more closely with their strategic priorities. Dorset police force is undertaking a review of the way victim satisfaction is measured along side development of a performance framework linked to its new Police and Crime Plan. In Suffolk and Norfolk, from April 2017, victims will be surveyed in line with the Police and Crime Plan priorities and this will include victims of rural crime and business crime in Suffolk.
- 27) The previous Home Office guidance stated that all police force victims' satisfaction surveys should be conducted by telephone in order to maintain a consistent approach for comparability. Some police forces said they are taking advantage of the removal of the Annual Data Requirement to develop new methodologies and data collection methods. In addition to the planned online surveys discussed above, Hampshire police force is planning to explore other surveying options such as emails, texts, smart phone apps, online surveys and focus groups. Essex police force is working with the local Police and Crime Commissioner and an independent research company to seek the views of a representative sample of Essex residents about the police force and the wider criminal justice system. This includes a booster sample to ensure that the views of residents from all types of backgrounds are captured including vulnerable victims who are entitled to an enhanced service under the Victims' Code. Gloucestershire police force is developing a broader 'Service Insight' initiative which focuses on collating information from a variety of victims, the general public, partners and staff. Greater Manchester police force is looking into ways to map the victim's journey as an alternative to measuring victim satisfaction.
- 28) Some of the police forces that answered the survey said that if there is no mandatory requirement by the Home Office to measure victim satisfaction they would like to work with other police forces to ensure that there is consistency in their approaches to measurement in order to produce comparable data.

CONCLUSIONS

- 1) The findings from this review into how police forces measure and monitor victim satisfaction indicate that the majority who took part in the survey already collect data above and beyond the previous mandatory requirements that the Home Office formally set out in its Annual Data Requirement. This includes collecting data on crime types that were not included in the Home Office guidance, additional demographic data and information on the quality of interaction, as well as detailed information on how police processes have been adhered to.
- 2) In this scoping review, police forces reported on some of their own good practice and innovative work, both in terms of how the data is collected and how it is used to improve services for victims.
- 3) The Home Office has not included the measurement of satisfaction for the majority of victims in the 2017/18 Annual Data Requirement, though there is a separate requirement for police forces to measure the satisfaction of victims of domestic abuse. This reduced mandatory data requirement from the Home Office has led to some police forces reporting that they will use this as an opportunity to develop new survey methods and include a broader range of crime types and victims in their surveys than was previously mandated. Some are taking the opportunity to align the survey more closely to the policing priorities within their local area and specialism. However, the review was not able to conclude whether all police forces intend to continue to measure and monitor victims' satisfaction with the police. The removal of victims' satisfaction data from the Home Office Annual Data Requirement means that police forces can choose not to measure victims' satisfaction at all.
- 4) The removal of victim satisfaction from the Annual Data Requirement means a much reduced ability to compare and contrast police performance in terms of victims' satisfaction with their services. Potentially, this might result in a lack of transparency in terms of how victims are treated by the police as part of their journey through the criminal justice system.
- 5) This review is not recommending that the measurement of victims' satisfaction data should be reinstated in the Annual Data Requirement, but some consistency in measures across forces would help to identify good practice as well as areas where the level of satisfaction might highlight the need for improvement. A collaborative approach across police forces would help both in developing more consistent methods of measuring satisfaction, enabling comparisons to be drawn, as well as reducing the costs of developing and implementing 44 different surveys across England and Wales. Both of these outcomes would bring benefits to police and victims.
- 6) All of the police forces that took part in this review said that they use the findings from their victim satisfaction surveys for performance management and the majority said they also used the surveys directly for service recovery if an individual victim requires further contact with the police. Most police forces reported examples of how the data had been used directly to inform improvement in services for victims. This indicates that the data collected by police forces in victim satisfaction surveys is put to good use at the local level and that victims would benefit if police forces continue to monitor victim satisfaction and use this data to improve services.

RECOMMENDATIONS

- 1) Through carrying out this review into measurement of victims' satisfaction with the police, the Victims' Commissioner is pleased to note that all the police forces who participated plan to continue to collect and monitor victims' views on their engagement with the police, as well as using this data both for performance monitoring and to improve the delivery of services for victims. However, this review has not been able to draw the conclusion that all police force areas will continue to measure victims' satisfaction and given that this is no longer specified in the Home Office Annual Data Requirement, police forces can choose whether or not they measure victims' satisfaction with their services at all.
- 2) Some police forces have expressed uncertainty about how to progress with monitoring victim satisfaction in the absence of central guidance and so the Victims' Commissioner makes the following eight key recommendations:
 - i. All police forces should measure and monitor victim satisfaction in line with their local policing objectives. HMICFRS should report on police measurement of victims' satisfaction with their services as part of their programme of inspections.
(Police Forces, HMICFRS)
 - ii. National guidance should be supplied to police forces in order to support localised research methods for measuring victims' satisfaction with the police. The Home Office, NPCC and the College of Policing should consider who would be best placed to provide such guidance on how victim satisfaction is measured and how data is used to develop and improve services for victims.
(Home Office, NPCC, College of Policing)
 - iii. Some police forces already work together to develop methods for measuring satisfaction, saving costs by sharing survey development, delivery and data analysis. There is value in police forces coming together to share best practice and costs of victim satisfaction measurement and this should be encouraged further. This is particularly relevant for accessing the views of children, vulnerable and hard to reach victims.
(NPCC, Police Forces)
 - iv. Police forces should ensure that data collected about victim satisfaction is used to inform continuous improvement and development of victim services as well as performance management.
(Police Forces)
 - v. In the interests of transparency, police forces should aim to publish details of their victim satisfaction measurement methods, findings, plans to use the data to improve victim services and examples where significant positive change has been achieved through the use of local victim satisfaction data. Victims' satisfaction data should be included in PCC's annual crime plans along with reports on how the data have been used to make improvements to police services for victims.
(Police Forces, PCCs)

- vi. The removal of victims' satisfaction data from the Home Office Annual Data Requirement will inevitably restrict the ability to compare and contrast performance across police force areas in terms of the services they provide to victims. This could lead to a lack of transparency in terms of how victims are treated by police forces. The Home Office, police forces, NPCC and HMICFRS should consider whether police forces should continue to voluntarily collect data on some of the core victim satisfaction survey questions from previous Home Office guidance in order to monitor changes over time and compare levels of victim satisfaction across police force areas.

(Home Office, Police Forces, NPCC, HMICFRS)

- vii. Some police forces report collecting qualitative feedback from victims in addition to their victim satisfaction survey. This qualitative data can bring a greater understanding as to the reasons behind levels of victims' satisfaction. Police forces should consider supplementing their victims' satisfaction surveys with qualitative focus groups in order to gain a depth of understanding about victims' experiences with the police.

(Police Forces)

- viii. Some police forces were not clear on whether to expect further guidance from the Home Office on measuring victims' satisfaction and were delaying their plans until confirmation is received. Messages may have been sent out but have not been received or interpreted correctly. The Home Office should reinforce their current position on issuing guidance on measuring victims' satisfaction.

(Home Office)

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APPENDIX 1:

TABLE 1: SUMMARY OF FINDINGS ON HOW VICTIM SATISFACTION IS MEASURED BY POLICE FORCE AREA.

Police force area	Collects more than the HO core satisfaction questions?	Detailed questions on process?	Detailed questions on quality of interaction?	Questions on coping and recovery for victims?	Response rate	Additional protected demographics collected	Additional crime types surveyed	Survey used for service recovery?	Acknowledged gaps	Plans to change measurement
Avon and Somerset	✓	✓	✓	✓	Variable across various data collection methods	-	Anti-social behaviour, sexual offences	✓	Capturing views of vulnerable victims is challenging, but work is currently being carried out by ISVAs and the Lighthouse victim's hub to gather views of vulnerable and repeat victims.	The current suite of measures is a relatively new approach and will be kept under review.
British Transport Police	✓	✓	✓	✓	Typically >50%	Religion, sexual orientation	Public order offences (for rail staff victims only)	✓	Limitations to the complexity of questions due to telephone survey.	Would like to extend the crime types surveyed, to gain feedback from all victim types.
Cheshire	✓	✓	✓	X	25% for crime survey, 33% for ASB survey	X	Domestic Abuse and ASB	✓	Crime types such as criminal damage.	Dependent upon HO 2017-18 requirements, would consider surveying further victim groups.

Police force area	Collects more than the HO core satisfaction questions?	Detailed questions on process?	Detailed questions on quality of interaction?	Questions on coping and recovery for victims?	Response rate	Additional protected demographics collected	Additional crime types surveyed	Survey used for service recovery?	Acknowledged gaps	Plans to change measurement
City of London Police and Action Fraud	✓	✓	✓	Yes on fraud prevention	Victims of crime:28%, fraud investigations 40%, Action Fraud online crime reporting 4% Economic Crime Victim Care 62%.	No, but victims are asked if they felt discriminated against and if so how?	Fraud and economic crimes for Action Fraud	✓	In Action Fraud, there is currently no method of surveying victims who have reported using the telephone service.	Telephone reporting of fraud will form part of the new reporting service being launched in 2017. A review of victim satisfaction measures will form part of the next procurement round with the next 12 months.
Cleveland	✓	✓	✓	X	Not provided.	X	Domestic Abuse	✓	ASB	Will re-evaluate which crime types to include if HO changes guidance.
Cumbria	✓	✓	✓	X	Statistically significant sample on a monthly basis except for hate crime due to low numbers.	X	Anti-social behaviour Domestic abuse survey via IDVAs.	✓	Ideally views would be sought from all victims.	Plans to develop the anti-social behaviour victim satisfaction survey.
Dorset	✓	✓	✓	X	Typically < 10%	Religion & sexual orientation.	Anti-social behaviour, Domestic Abuse.	✓	The previous focus on specific crime types does not align with Dorset Police Force approach to prioritisation based on risk and harm.	A review of victim satisfaction measurement is underway along side development of a performance framework linked to the new Police and Crime Plan.

Police force area	Collects more than the HO core satisfaction questions?	Detailed questions on process?	Detailed questions on quality of interaction?	Questions on coping and recovery for victims?	Response rate	Additional protected demographics collected	Additional crime types surveyed	Survey used for service recovery?	Acknowledged gaps	Plans to change measurement
Durham	✓	✓	✓	X	Differs according to crime type from 40% for ASB to 6% for Domestic Abuse.	X	Criminal damage, ASB, domestic abuse, serious sexual assaults	✓	Not all crime types	To include victims of fraud from 2018-19
Dyfed Powys	X	X	Through separate on-line 'Did we care' survey	X	43%	X	X	X	Only surveying the mandated crime types, would like to capture other crime types.	To include questions about Goleudy (Lighthouse) which provides victims' hub services. New 'Did we care' on-line survey. Victim surveying has recently been brought back in house, aiming for a more tailored approach to local issues. The Chief Constable has placed victim satisfaction at the top of his priorities for this year.

Police force area	Collects more than the HO core satisfaction questions?	Detailed questions on process?	Detailed questions on quality of interaction?	Questions on coping and recovery for victims?	Response rate	Additional protected demographics collected	Additional crime types surveyed	Survey used for service recovery?	Acknowledged gaps	Plans to change measurement
Essex	✓	X	✓	X	In accordance with Home Office requirements for statistical significance.	X	Piloting Home Office domestic abuse survey from Dec 2016	✓	Currently only measuring the Home Office mandated crime types.	Considering new arrangements to replace Home Office victim satisfaction survey. Implementation of a victims' forum. Working with the PCC and independent research organisation to seek views of representative sample of all residents about the police force and wider criminal justice system.
Gloucestershire	✓	✓	✓	X	30% - a representative sample over 12 months.	X	Domestic abuse from 2016	✓	There is scope to broaden the types of victims whose satisfaction is measured.	Currently developing an on-line survey for victims of anti-social behaviour and road traffic collisions. Also developing a broader 'Service Insight' initiative, which focuses on collating information from a variety of victims, the general public, our partners and our staff.

Police force area	Collects more than the HO core satisfaction questions?	Detailed questions on process?	Detailed questions on quality of interaction?	Questions on coping and recovery for victims?	Response rate	Additional protected demographics collected	Additional crime types surveyed	Survey used for service recovery?	Acknowledged gaps	Plans to change measurement
Greater Manchester	✓	✓	✓	X	3 calls made per complete survey, 4 calls per completed survey for violent crime.	Religion Sexual orientation.	Domestic Abuse and anti-social behaviour.	✓	Limitations of the Home Office mandatory guidance.	Potential to expand the types of crime. Looking at new ways to 'map the victim's journey' as an alternative to measuring victim satisfaction.
Gwent	-	-	-	-	-	-	-	✓	-	-
Hampshire	✓	✓	✓	X	27.9%	X	Domestic abuse since 2016	✓	Limited by HO mandated crime types which do not align with this forces priorities.	Will explore other surveying options (email. Text, smart phone app, SNAP, focus groups etc.
Lancashire	✓	✓	✓	X	5.9 calls made per completed survey	Religion, Sexual orientation	Anti-social behaviour	✓	Limited by mandated crime types.	Changes in the mandatory reporting guidance will give opportunities to widen approach and use new methods.
Lincolnshire	✓	✓	✓	X	Dependent upon crime type, Typically prepare a sample that is around 4 times the interview target size required each month.	Religion, Sexual orientation.	Domestic abuse Anti-social behaviour.	✓	Difficulty in meeting monthly interview sample size targets. Limitations of victim type and also resource and funding to carry out this work.	Not in the immediate future.

Police force area	Collects more than the HO core satisfaction questions?	Detailed questions on process?	Detailed questions on quality of interaction?	Questions on coping and recovery for victims?	Response rate	Additional protected demographics collected	Additional crime types surveyed	Survey used for service recovery?	Acknowledged gaps	Plans to change measurement
Merseyside	✓	✓	✓	X	90%	X	X	X	Not possible to compare with other police forces as they all use different methods. Survey does not represent all victims.	Survey measures and processes are currently under review.
Northamptonshire	-	-	-	-	-	-	-	✓	Domestic abuse and sexual offences.	Awaiting the ADR requirements.
North Yorkshire	✓	✓	✓	X	Confidence interval for each victim group is representative to around +/- 2%.	X	Domestic Abuse	X	There is a need to measure satisfaction of victims of cyber crime, fraud and anti-social behaviour.	Plans are being developed, but the force is awaiting an update on Home Office guidance.
Nottinghamshire	✓	✓	✓	X	Not recorded	X	Domestic Abuse	✓	Identified a gap in the measurement of satisfaction of victims of domestic abuse and began measuring this in 2013.	Will continue to monitor victim satisfaction in line with Force strategic priorities despite no longer being mandated by Home Office.

Police force area	Collects more than the HO core satisfaction questions?	Detailed questions on process?	Detailed questions on quality of interaction?	Questions on coping and recovery for victims?	Response rate	Additional protected demographics collected	Additional crime types surveyed	Survey used for service recovery?	Acknowledged gaps	Plans to change measurement
Stafford	✓	✓	X	X	Random samples are taken from a range of crime types to achieve confidence levels of 95% +/- 4%.	Religion, Sexual orientation.	Stalking and harassment, Domestic abuse, Anti-social behaviour, Road traffic collisions Other crime (a sample drawn from all other crimes not included in the home Office mandatory list and those above.	X	Children, more vulnerable victims and those less likely to engage with the police.	A business crime survey is imminent. A new questionnaire and methodology is currently being developed to address the identified evidence gaps.
Suffolk and Norfolk	✓	✓	✓	X	Average 32% across all victim types	Religion, employment status	X	-	Not in line with current police force priorities and at present, does not include victims of Serious Sexual Offences and Domestic Abuse.	From April 2017 victims surveyed will be in line with Police and Crime Plan Priorities to include victims of: Rural Crime, Hate Crime, Online Crime and Business Crime (Suffolk only). Plans to survey Domestic Abuse victims and victims of serious sexual offences.

Police force area	Collects more than the HO core satisfaction questions?	Detailed questions on process?	Detailed questions on quality of interaction?	Questions on coping and recovery for victims?	Response rate	Additional protected demographics collected	Additional crime types surveyed	Survey used for service recovery?	Acknowledged gaps	Plans to change measurement
Surrey	✓	✓	✓	X	20 – 30%	X	Anti-social behaviour in a separate survey. Setting up HO mandated Domestic Violence survey.	X	No response	Possibly setting up a new survey for victims of sexual offences.
West Yorkshire	✓	✓	✓	X	-	Religion, Sexual orientation	X	-	No response	No response

APPENDIX 2: MEASURING VICTIM SATISFACTION:

QUESTIONS FOR POLICE FORCES

- Do you currently measure how satisfied victims are with the services that you provide to them?
- What information about satisfaction do you capture in your victim satisfaction measures (please supply a copy of the questionnaire or interview schedule where there is one available).
 - Do you capture the quality of interaction experienced by victims as well as quantitative data about the services?
- How are the findings from your victim satisfaction measurement used to monitor and improve services for victims?
 - Can you give an example of a positive impact that your victim satisfaction monitoring has had on improving services for victims?
- What sampling methods do you use to collect data on victim satisfaction?
 - For example are all victims asked to take part or is random sampling used to collect data that is generalisable to the victim population?
 - Which victims are included in your measures of satisfaction? For example are all ages and crime types included in the sample?
 - Do you gather the views of hard to reach groups such as children, victims of sexual offences, homeless victims and those whose first language is not English.
- What methods are used to collect data on victim satisfaction? For example face to face interviews, survey, focus groups, victim reference group, telephone interviews.
 - Are there any limitations to your data collection methods?
- What response rate do you typically achieve in your victim satisfaction monitoring?
- Do you think there are any gaps in your current measurement of victim satisfaction?
- Are there any plans to change your measurement of victim satisfaction in the future?

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