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Thank you for correspondence of 13 February about measurement of victim satisfaction with the police.

User satisfaction surveys are currently conducted by all police forces in England and Wales as they are part of the Annual Data Requirement (ADR) specifying the data police forces must return to the Home Office. The guidance issued for these surveys specifies a minimum requirement for all forces to survey a sample of victims of vehicle crime, domestic burglary, hate incidents and violent crime between 6 and 12 weeks after they first reported the crime. It includes mandatory questions about satisfaction with initial contact, actions, treatment, follow up and whole experience. Certain victims are excluded from surveys – most notably vulnerable victims and young people under 16 years, in part due to sensitivities surrounding interviewing these groups.

The findings from these user satisfaction surveys are made available via the iQuanta website for forces to benchmark their results against others and also used by Her Majesty's Inspectorate of Constabulary (HMIC) as part of their PEEL inspections.

Chief Superintendent Irene Curtis' 2015 review of "*The use of targets in policing*" recommended that the Home Office should review the requirement for forces to submit victim satisfaction data, as the crime types covered as part of the surveys no longer reflected priority crime types and that the existence of the surveys could drive activity merely to improve survey results rather than truly improving services.

Since then, the National Police Chief Council's Performance Management Coordinating Committee has led a review into the surveys. The review found that rather than continuing with the surveys in their current or amended form, forces would prefer to replace the surveys with a more flexible requirement to demonstrate that they have been seeking insights from a broad range of service users and have been using these insights to improve policy and practice. As a result, the mandatory requirement for victim satisfaction surveys in their current form has been removed from the ADR for 2017/18. However, many forces may decide to continue to run these surveys. HMIC have and intend to continue to inspect forces, as part of their PEEL programme, on how they seek feedback from service users and use that feedback to improve their services.

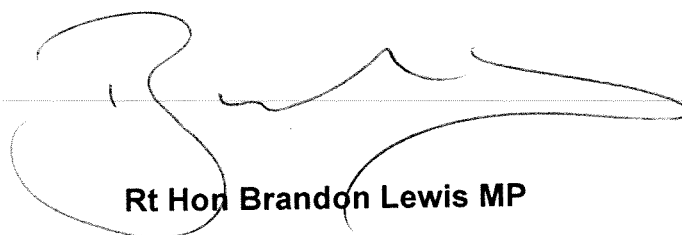
Separately, following HMIC's review into the police response to domestic abuse published in March 2014, the Home Office developed a survey designed to capture the views of domestic abuse victims on the service provided to them by the police. The findings from the survey would then be used to inform how police forces can improve their services for domestic abuse victims. The survey became mandatory for all police forces as part of the ADR from April 2016, although forces have the flexibility to tailor the surveys to reflect local needs.

The Crime Survey for England and Wales includes questions about victims' satisfaction with the service they received from the police. These figures are publicly available at a national level and broken down by socio-demographic characteristics. The latest figures for 2015/16 are available in the Annual Supplementary Tables to the Office for National Statistics' publication on '*Crime in England and Wales*' for the year to March 2016:

<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/crimeinenglandandwalesannualsupplementarytables>

There is also a similar question on the survey for 10-15 year olds.

I hope this response answers your questions. I agree to this letter being placed on your website.



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