

User **Satisfaction** Survey MOPAC and MPS Monthly Report

Wave 8 (17/18) (Dec 16 - Nov 17)

NOV-17	Overall Satisfaction			Burglary Crime			Violent Crime			Vehicle Crime			Hate Crime		
	Rank	%	MPS	Rank	%	MPS	Rank	%	MPS	Rank	%	MPS	Rank	%	MPS
Overall satisfaction	22nd + 2	71 - 1	73 - 1	16th - 4	79 - 2	79 =	22nd - 1	69 - 1	72 =	21st + 5	69 + 1	70 - 1	31st =	59 =	70 =
Ease of Contact	18th + 1	88 - 1	88 - 1	13th - 2	91 - 1	91 =	8th - 2	89 - 2	87 =	22nd + 5	87 + 1	88 - 1	28th - 1	78 - 1	86 =
Police Actions	21st =	68 =	68 - 1	13th - 1	77 - 1	75 - 1	23rd + 1	65 - 1	68 - 1	18th + 7	62 + 1	61 - 2	14th + 7	68 + 2	67 =
Police Treatment	16th + 2	87 =	86 =	13th - 1	92 - 1	91 =	13th =	86 + 1	84 =	20th + 9	83 + 1	85 - 1	7th + 1	88 + 1	82 - 1
Follow Up	25th + 1	61 =	64 =	18th - 4	68 - 2	68 =	24th + 2	60 =	63 - 1	28th + 2	58 + 3	61 - 1	31st - 2	52 - 6	63 =
BASE		441			137			136			126			34	

GREEN = Improved level of satisfaction from last months data

RED = Reduction in satisfaction from last months data

BLACK = Remains the same as last month

We have shown **improvements** in three out of the four areas for Overall Satisfaction: **Ease of Contact, Police Treatment and Follow Up** and have not suffered any reduction in rank for **Police Actions**, remaining in 21st place.

The User **Satisfaction** Survey (USS) rolling data shows YE at **22nd for Overall Satisfaction** - This is a month on month **improvement of 5 places** since Mi Investigation was implemented in the Borough. (Unable to locate data for the blank months at this time).

Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17
26th	26th	27th		28th	27th		26th	25th		24th	22nd

Burglary:

After last month, seeing improvement in Satisfaction in the majority of areas for this Crime Type, this month is unfortunately a less positive picture with reductions in performance across the board.

We remain in the top half of Boroughs and we are in line with the MPS Averages in all areas.

The period of time covered by this data does tend to be a period of increased numbers of Burglaries; as such our performance may be impacted somewhat by perception in addition to actual experience.

Violent Crime:

We have seen a slight reduction in Overall Satisfaction and Ease of Contact but have performed well in the other areas.

Vehicle Crime:

This crime type has been our most improved area this month, seeing increased satisfaction in all areas. The increases are significant and have lifted us out of the bottom 5 Boroughs in all but one area (Follow Up).

Hate Crime:

Although still in the bottom 2 Boroughs for overall satisfaction in this area we have shown healthy improvements in rank in both Police Actions and Police Treatment.

The following provides a breakdown of our performance in the individual sections of each area measured:

Ease of Contact:

	Satisfaction	Rank	Base
Front Counter - waiting 10 minutes or less:	45% (UP 6%)	30th (UP 2)	20
Timeframe given for Police attendance:	45% (=)	9th (UP 6)	230
One or more follow up calls needed to chase attendance:	17% (=)	6th (DOWN 1)	252

Police Actions:

	Satisfaction	Rank	Base
Response time:	79% (=)	27th (=)	254
Explained what was happening:	81% (=)	28th (UP 2)	426
Practical help needed:	24% (=)	17th (DOWN 4)	427
Practical help provided when needed:	67% (DOWN 1)	25th (DOWN 1)	101
Provided with Victim Care Card:	67% (=)	12th (UP 1)	284
Reassured by what Police did:	74% (=)	22nd (UP 2)	426

Police Treatment:

	Satisfaction	Rank	Base
Communicated Clearly:	95% (UP 1)	9th (UP 13)	428
Took matter seriously:	85% (UP 1)	23rd (UP 1)	427

Follow Up:

	Satisfaction	Rank	Base
Received letter or e-mail within 5 days:	66% (=)	12th (UP 1)	402
Investigating officer details provided:	69% (DOWN 1%)	19th (DOWN 1)	236
Victim knew how to contact police back:	75% (DOWN 2%)	15th (=)	180
Updates provided without asking:	60% (UP 2%)	17th (UP 2)	238

Over Satisfaction breakdown for White and BAME VIWs: WHITE

	WHITE	BAME
	73% (up 1%) 25th (up 4)	70% (down 1%) 22nd (down 2)
BASE:	266	155

Public Perception data (Confidence) (NOT UPDATED SINCE LAST MONTH - DATA IS QUARTERLY)

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|-------------------------------------------------------------------------------|------------------------------------------------------------------|
| 1) Agree the police can be relied upon to be there when needed: | Remained at 31st place - Remained at 67% |
| 2) Agree the Police treat everyone fairly regardless of who they are: | Improved 3 places to 28th - Improved by 2% to 70% |
| 3) Agree the Police are dealing with things that matter to this community: | Remained at 29th - Remained at 62% |
| 4) Agree the Police listen to concerns of local people: | Remained at 31st - Remained at 62% |
| 5) Feels well informed about local police activities over the last 12 months: | Improved 11 places to 16th - Improved by 7% to 44% |
| 6) Knows how to contact their local SNT: | Improved 2 places to 4th - Reduced by 4% to 38% |
| 7) Police do a good job in the local area: | Reduced to 31st - Reduced by 3% to 59% |

***Although overall we have remained or improved in all but 1 area - it will be noted centrally that **we are in the lower end of the lower third of Boroughs in 5 of the 7 areas above.** ***

Victims Voice from the USS:

Overall Satisfaction:	Improved 4 places to 25th
Satisfaction with Police actions:	Improved 2 places to 23rd
Satisfaction with Police Follow up:	Improved 3 places to 24th
Satisfaction with police Treatment:	Improved 5 places to 19th

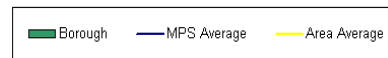
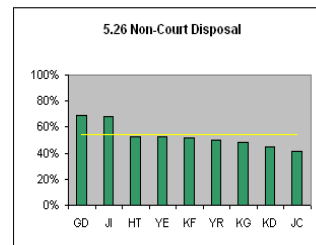
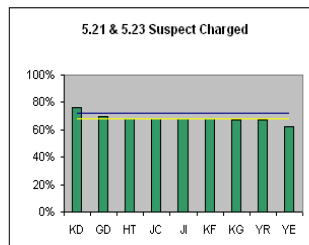
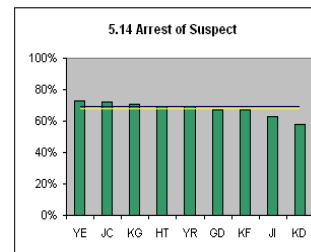
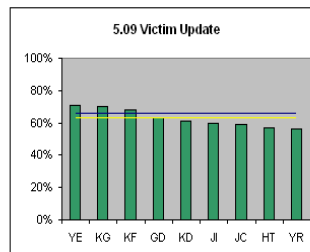
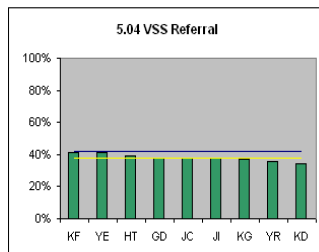
Borough Initiatives to improve Confidence and Satisfaction:

Enhanced Quality Call Backs and service recovery are being implemented. (1 x full time restricted officer taking the lead)

We have **increased and improved the use of Social Media** across all portfolios. Community is kept informed, involved in, and aware of, positive work being completed on the Borough. This has included 'Misper alerts'. A 'live' Face Book feed detailing a 'Day in the Life of a Detective Constable'. Regular crime prevention advice relating to Motor Vehicle Crime, Burglary.

Trackers for Burglary and VWI - dip sampling investigations to ensure quality of service.

Re-invigorated **Staff Forum** led by Supt Barnett - providing opportunity for officers of all ranks and all portfolios to discuss matters impacting them and allow for solutions to be explored - encouraging a satisfied workforce which will impact directly on the service provided to the community.



VCOP PERFORMANCE:

VSS Referral:

YE - 11th - 41%

East Area Average - 38%

MPS Average - 42%

Victim Updates:

YE - 11th - 71%

East Area Average - 63%

MPS Average - 66%

Arrest of Suspect:

YE - 8th - 73%

East Area Average - 68%

MPS Average - 69%

Suspect Charged:

YE - 31st - 62%

East Area Average - 68%

MPS - 72%

Out of Court Disposal:

YE - 13th - 53%

East Area Average - 54%

MPS - 54%