

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

Wave 10 (17/18) (FEB 17 - JAN 18)

JAN-18	Overall Satisfaction			Burglary Crime			Violent Crime			Vehicle Crime			Hate Crime		
	Rank	%	MPS	Rank	%	MPS	Rank	%	MPS	Rank	%	MPS	Rank	%	MPS
Overall satisfaction	18th + 4	72% + 1	72 - 1	17th - 1	77 - 2	77 - 2	19th + 3	69 =	70 - 2	7th + 14	71 + 2	68 - 2	23rd + 8	65 + 6	69 - 1
Ease of Contact	19th - 1	86 - 2	87 - 1	22nd - 9	86 - 5	89 - 2	13th - 5	88 - 1	86 - 1	18th + 4	86 - 1	86 - 2	22nd - 6	82 - 4	85 - 1
Police Actions	16th + 5	68 =	67 - 1	13th =	76 - 1	73 - 2	19th - 5	66 + 1	67 - 1	12th + 5	61 - 1	60 - 1	4th + 10	74 + 6	66 - 1
Police Treatment	9th + 7	88 + 1	86 =	16th - 3	91 - 1	90 - 1	11th + 2	87 + 1	84 =	12th + 8	86 + 3	84 - 1	2nd + 1	91 + 3	83 + 1
Follow Up	21st + 4	62 + 1	63 - 1	20th - 2	66 - 2	67 - 1	26th - 2	60 =	62 - 1	14th + 14	61 + 3	60 - 1	25th + 6	56 + 4	61 - 2
BASE															

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 moved to 18th in the MET for overall satisfaction. This is our best performance over the entire financial year. We were 29th at the end of FY 16/17. However it should be noted that the improvement in rank of 4 places this month (11 places over the course of the year) stem from a very small increase in percentage satisfaction (1% increase on last month – and in fact a 1% reduction from when we were 29th).

We have again shown **improvements** in three out of the four areas for Overall Satisfaction:
Police Actions, Police Treatment and Follow Up, with some sizeable improvements in terms of rank.

The User **Satisfaction** Survey (USS) rolling data shows YE at **18th for Overall Satisfaction** - This is a month on month **improvement of 9** places since **Mi Investigation** was implemented in the Borough.

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

The previous best for YE is 12th achieved at the end of FY 15/16.

Burglary:

After seeing recent improvement in Satisfaction in the majority of measured areas for this Crime Type, this data is unfortunately a less positive picture with reductions in performance across the board for the second month running. We have seen the largest reductions in both rank and satisfaction % out of all of the crime types measured.

Ease of Contact has seen the biggest reduction in performance – this relates to satisfaction with the time-frame provided and having to chase up an initial visit.

Violent Crime:

Although we have seen an improvement in Overall satisfaction in this area, we have seen a reduction in performance in **Police Actions and Ease of Contact**. Ease of Contact (time frame and chasing visits), Police Actions relate to response times, feeling informed about what will happen and why, practical help and advice being provided where needed, victim care cards being provided and feeling reassured by police actions.

There has been an **improvement in Police Treatment** – which relates to feeling that the officers took the matter seriously and communicated well.

Vehicle Crime:

This crime type has been our most improved area for a second month running, **seeing increased satisfaction in all areas, including an increase of 14 places for overall satisfaction taking us to 7th in the MET.** The increases are significant, the highest being **Follow Up** – seeing an improvement of 14 places to 14th. Follow Up relates to the victim receiving contact/ letter/ e-mail within 5 days, Officer providing contact details, victim knowing how to contact the officer back and updates provided without having to ask.

We are looking to put a system in place so that every victim of MVC receives a call the following day from NPT providing reassurance, support and crime prevention advice – to improve the service received by victims of this crime type. I think this data capture relates to feedback obtained prior to that being set up on YE.

Hate Crime:

This has been our most positive performance data for Hate Crime since they began reporting on this area. Having been in the bottom two Boroughs since this data has been published; we have moved **up 8 places to 23rd for overall satisfaction** and have seen really positive improvements in **Police Action (up 10 places to 4th) and Follow Up (up 6 places to 25th).**

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

Ease of Contact:

	Satisfaction	Rank
Front Counter - waiting 10 minutes or less:	47% (UP 2%)	29th (UP 1)
Timeframe given for Police attendance:	45% (=)	8th (UP 1)
One or more follow up calls needed to chase attendance:	16% (Down 1)	5th (UP 1)

Police Actions:

	Satisfaction	Rank
Response time:	80% (UP 1)	25th (Down 1)

Explained what was happening:	83% (UP 2)	22nd (UP 6)
Practical help needed:	23% (Down 1)	20th (DOWN 3)
Practical help provided when needed:	68% (UP 1)	22nd (UP 3)
Provided with Victim Care Card:	67% (=)	10th (UP 2)
Reassured by what Police did:	75% (Up 1)	10th (UP 12)

Police Treatment:

Communicated Clearly:	Satisfaction 96% (UP 1)	Rank 4th (UP 5)
Took matter seriously:	87% (UP 2)	13th (UP 10)

Follow Up:

Received letter or e-mail within 5 days:	Satisfaction 66% (=)	Rank 9th (UP 3)
Investigating officer details provided:	69% (=)	17th (UP 2)
Victim knew how to contact police back:	73% (DOWN 2)	17th (Down 2)
Updates provided without asking:	61% (UP 1)	13th (UP 4)

Over Satisfaction breakdown for White and BAME VIWs: WHITE 73% (=) 24th (up 1) BAME 70% (=) 13th (UP 9)

CONFIDENCE:

Public Perception data (Confidence) (DATA IS QUARTERLY)

- 1) **Agree the police can be relied upon to be there when needed:**
Dropped one place - now at 32nd – Dropped 3% - now at 64%.
- 2) **Agree the Police treat everyone fairly regardless of who they are:**
Dropped 2 places to 30th - Dropped by 5% to 65%.

- 3) **Agree the Police are dealing with things that matter to this community:**
Dropped one place - now at **30th** – **Dropped** 4% - now at 58%
- 4) **Agree the Police listen to concerns of local people:**
Remained at **31st** – **Dropped** 5% - now at 62%
- 5) **Feels well informed about local police activities over the last 12 months:**
Dropped 2 places – now at **18th** - **Improved** by 1% to 45%
- 6) **Knows how to contact their local SNT:**
Remained at 4th - **Reduced** by 7% to 31%
- 7) **Police do a good job in the local area:**
Improved by 2 places – now at **29th** - **Reduced** by 1% to 58%

*** It will be noted centrally that **we are in the bottom 4 of all Boroughs in 5 of the 7 areas above.** ***

Current Initiatives:

- Month of Engagement throughout March by Insp Davies. At least one engagement activity each day for an entire month. Social Media being utilized.
- Initiative to contact ALL victims of MVC the day after reporting – by NPT – to provide that bridge between online / telephone reporting and an OIC being allocated the investigation. Reassurance and crime prevention to be given in the event of the crime being screened out.
- Social Media being further developed with all wards being on Twitter / Face book / local life. All portfolios being encouraged to share positive news / results – increased engagement.
- Increased communication / engagement with partners.
- Initiative to increase MSC use of Social Media.