

Victim Satisfaction

On an ongoing basis, an external provider (SMSR Ltd.) conduct surveys of victims of violence, vehicle crime, dwelling burglary and hate crime. Over the last year, we have sought the opinions of 894 victims of crime in relation to their experience.

This survey is mandated by the Home Office, with all forces completing a specified question set which seeks to understand the overall satisfaction level of a victim, as well as their satisfaction with how easy it was to contact the police, how satisfied they were with the actions taken and the follow up they received as well as how satisfied they were with the way they were treated by Wiltshire Police.

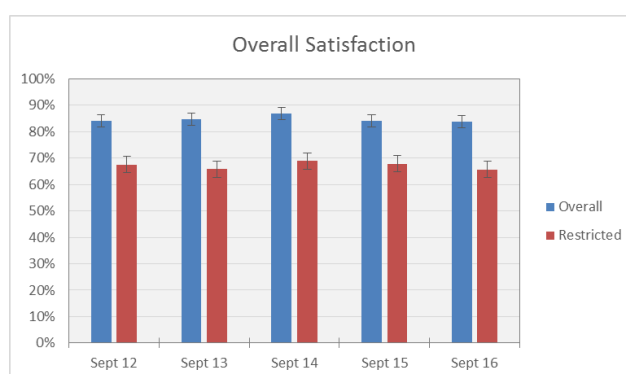
This report seeks to give an overview of the current picture of victim satisfaction, drawing comparison to our most similar forces (MSF) and national data.

It will also make an assessment of the trend in victim satisfaction over time, by making comparisons to results over the last 5 years.

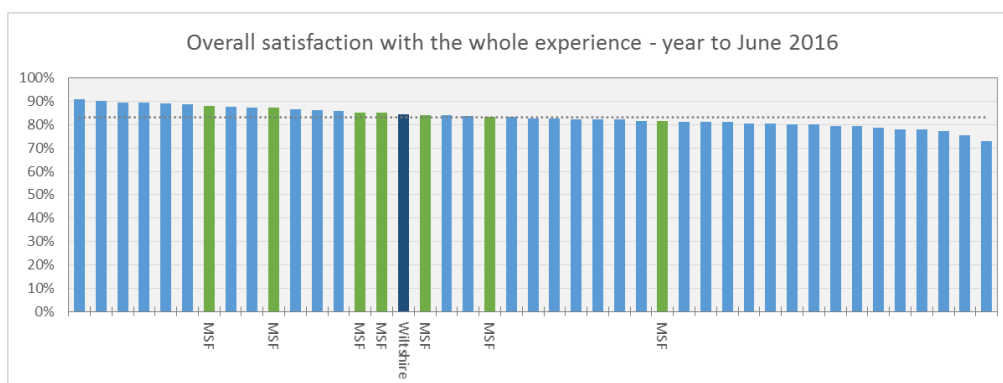
Overall Satisfaction – Whole Experience

Overall satisfaction has remained relatively stable over the last 5 years, with no significant change noted in the time period between Sept 2012 and Sept 2016.

84% ($\pm 2\%$) of respondents to the survey stated that they were fairly, very or completely satisfied with the overall service they received from Wiltshire Police, with two thirds of all respondents (66% $\pm 3\%$) stating that they were very or completely satisfied with the overall level of service they had received (this is the restricted methodology).



The overall level of satisfaction with the whole experience for the year to June 2016 (most recent IQanta publication) is in line with the MSF and also in line with the national average of 83%.

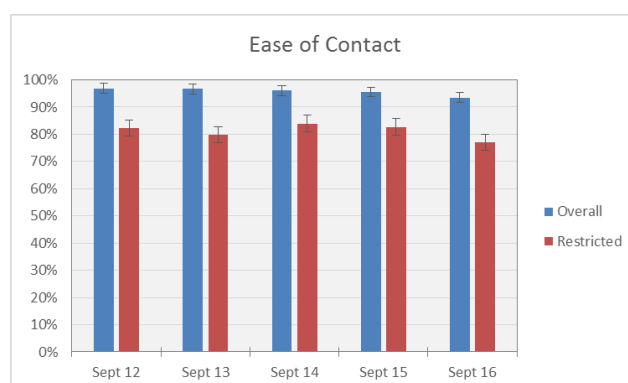


Ease of Contact

Satisfaction with ease of contact has seen no significant change over the last 5 years.

More than 9 out of 10 respondents (94% $\pm 2\%$) in the year to September 2016 stated that they were fairly, very or completely satisfied with how easy it was to get in touch with Wiltshire Police, with just over three quarters (77% $\pm 3\%$) stating that they were very or completely satisfied with how easy it was to make contact.

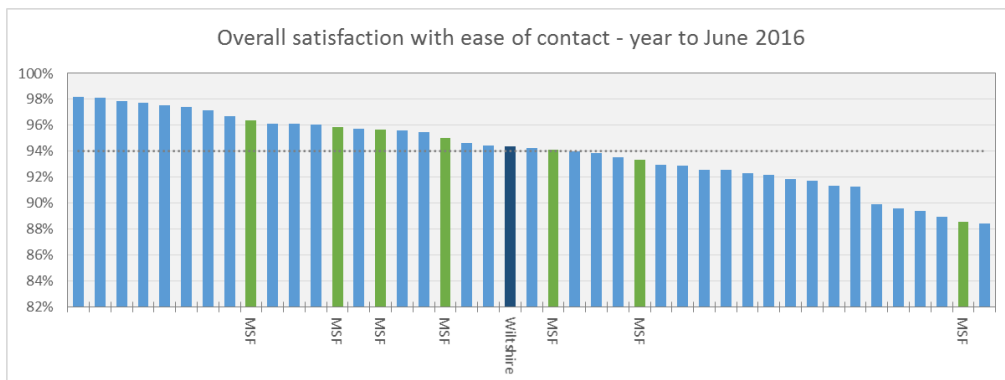
The proportion stating they are either very or completely satisfied has seen a slight decrease in the last two years, from a high of 84% ($\pm 3\%$) two years ago. Analysis has shown



that there is a correlation between call handling rates through the CrIB and the proportion of respondents that state they are very or completely satisfied with the ease of contact. This reduction has been seen across the three crime groups of dwelling burglary, vehicle crime and violent crime.

It is expected that it will take some time to recover the restricted level of satisfaction with ease of contact, as there is a time lag of 6 – 8 weeks between when the initial crime report is made and when a survey is conducted and the rolling 12 month methodology will see Wiltshire carry current performance within their results for some time.

It is however worth noting that satisfaction with ease of contact remains in line with the MSF for data to June 2016, and in line with the national average of 94%.



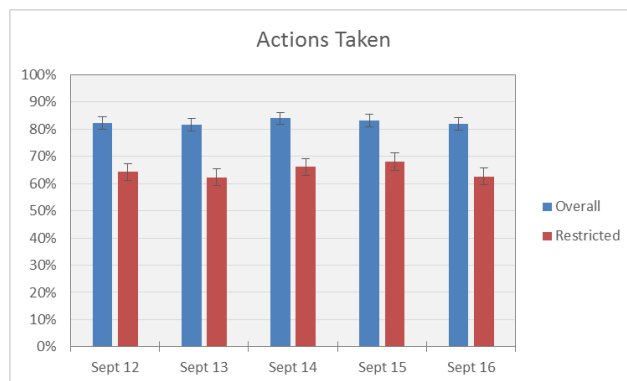
Actions Taken

Overall satisfaction with the actions taken has remained stable over the last 5 years, with no significant change in the proportion of respondents who say they are fairly, very or completely satisfied.

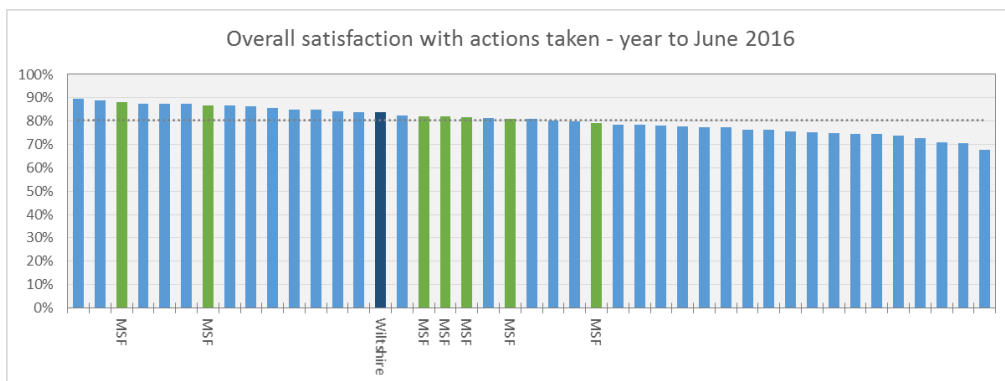
In the year to Sept 2016, 82% ($\pm 2\%$) of respondents said that they were satisfied with the actions taken.

Almost two thirds of respondents (63% $\pm 3\%$) stated that they were very or completely satisfied.

The proportion saying that they were very or completely satisfied has seen a significant reduction when compared to September 2015, however the current satisfaction levels are in line with the restricted satisfaction levels seen in the three years previous.



When compared to the MSF, Wiltshire remain in line with peers and slightly above the national average of 80% for the year to June 2016

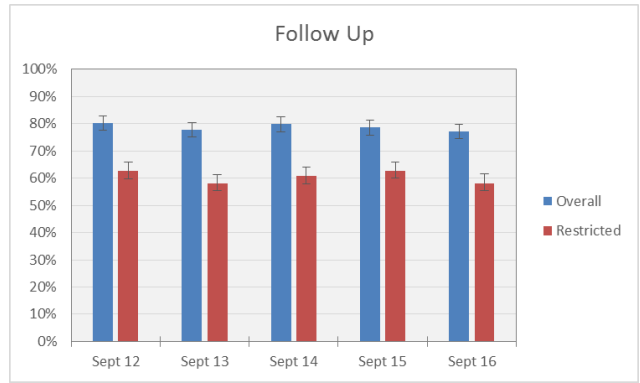


Follow Up

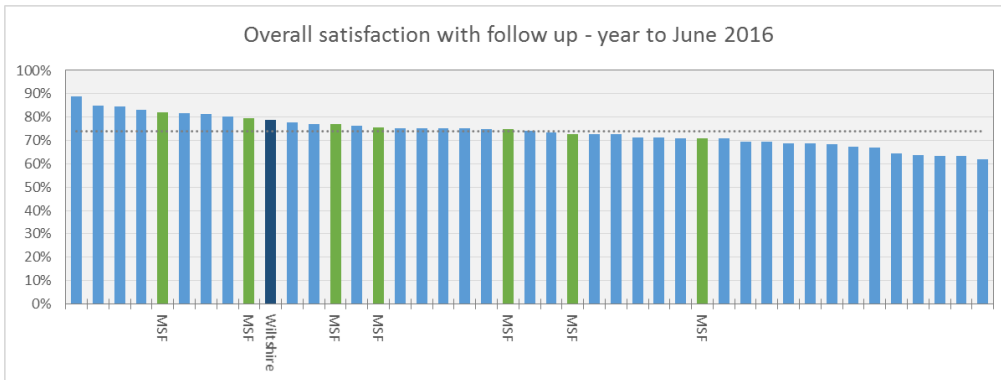
Over three quarters (77% \pm 2%) of all survey respondents for the year to Sept 2016 were fairly, very or completely satisfied with the follow up received in relation to their reported crime.

This measure has remained stable, with no significant change over the last 5 years.

58% (\pm 3%) of all respondents were very or completely satisfied with the follow up they received, this has also remained stable over the last 5 years.



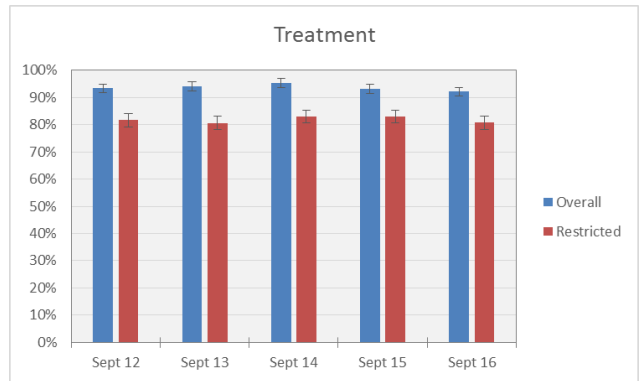
Wiltshire remain in line with the MSF group for satisfaction with follow up and above the national average of 74% for the year to June 2016.



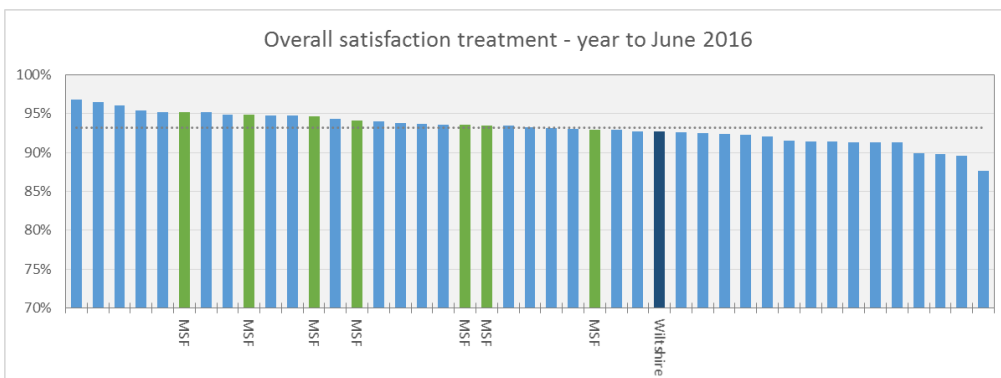
Treatment

More than 9 out of 10 respondents (92% \pm 2%) state that they were either fairly, very or completely satisfied with the way they were treated by Wiltshire Police, with 4 out of 5 (81% \pm 2%) stating that they were very or completely satisfied.

There has been no significant change in the level of satisfaction with treatment over the last 5 years with the exception of the level recorded in Sept 2014, which saw an increase to 95% (\pm 2%) from the previous year and then a return to expected levels in Sept 2015. The proportion stating that they are very or completely satisfied remains stable.



Nationally, Wiltshire sit just below the average for data to June 2016, however it is worth noting that this satisfaction level falls within one standard deviation of the average (between 91% and 95%) and is not an outlier. As there is little variation in satisfaction levels (ranging from 92.6% to 95.2%) across the MSF, all forces within Wiltshire's MSF sit in line with peers.

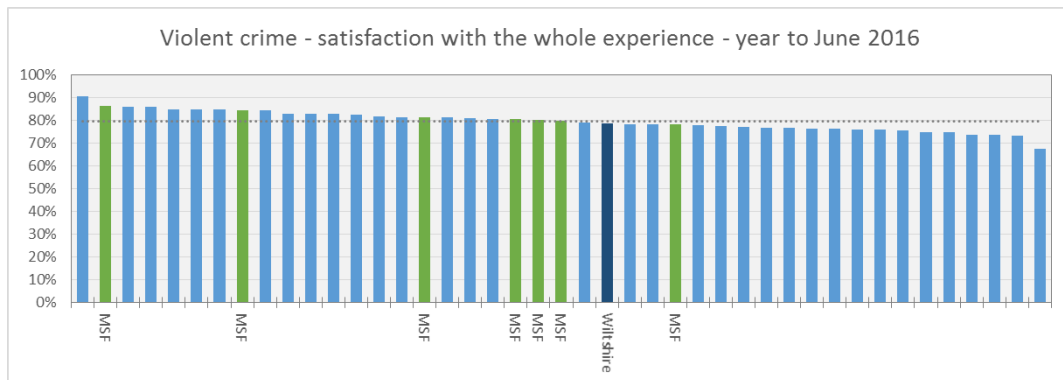
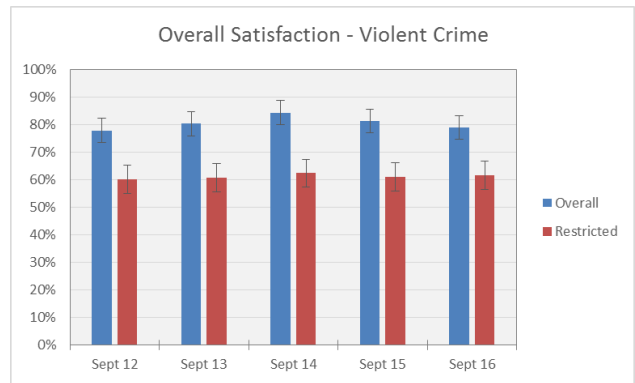


Violent Crime Satisfaction

Satisfaction with the whole experience for violent crime remains stable, with no significant change seen over the last 5 years. Although there is some fluctuation year on year, these fluctuations are not statistically significant and fall within expected levels.

4 out of 5 (80% \pm 4%) respondents, state that they were fairly, very or completely satisfied with the whole experience and 62% (\pm 5%) were very or completely satisfied.

Wiltshire are in line with both MSF and the national peers and in June 2016 sat just below the national average of 80%.



Within violent crime satisfaction there has been a noted decrease in satisfaction with ease of contact and satisfaction with treatment, the latest IQuanta data to June 2016 indicated the following exceptions;

1. Violent crime - ease of contact - 92% (\pm 3%) satisfied a significant reduction of 5pp (97% year to June 15), this remains in line with MSF peers

The reduction in ease of contact satisfaction is in line with the overall reduction in satisfaction with ease of contact, as detailed previously.

2. Violent crime - treatment – 87% (\pm 3%) satisfied, a significant reduction of 5pp (92% year to June 15), this remains in line with MSF peers

Of the 338 victims of violence that were surveyed over the last 12 months, 27 individuals stated that they were not satisfied with the way they were treated. A review of these 27 occurrences and the verbatim comments of the IP identified that;

- i. Just less than a third (8 respondents) stated that they did not feel that they were taken seriously
- ii. Other themes referred to a perceived lack of action and not being given updates as and when required
- iii. The behaviour of officers is infrequently highlighted as a concern (4 respondents)

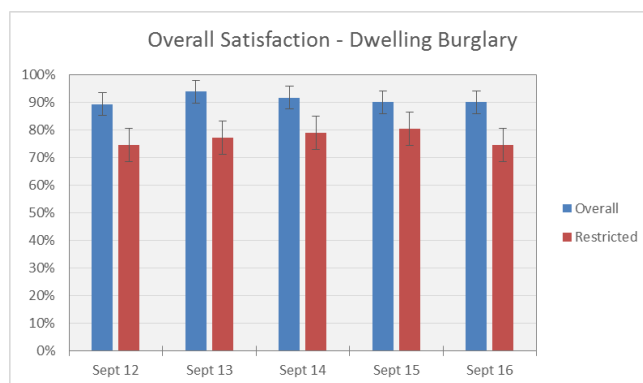
It is worth noting that in a third of the cases where the victim expressed a level of dissatisfaction, the offence was recorded as a result of an altercation and/or argument between two parties, where both are recorded as suspects.

In all but one of the 27 cases the injury to the victim was either none (10) or slight (16). In the case where injury was serious (a broken arm), the evidence log refers to numerous attempts to make contact in order to progress the case, however the victim appears to have refused to co-operate.

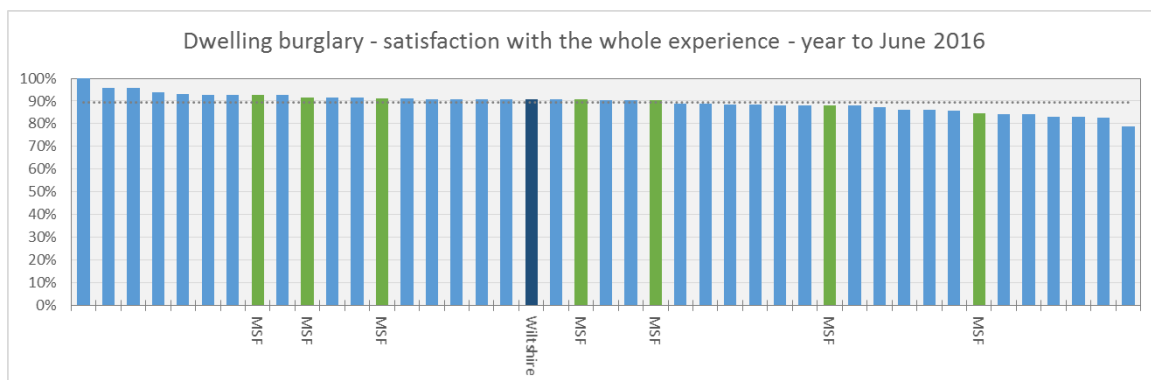
Dwelling Burglary Satisfaction

Satisfaction levels for victims of dwelling burglary have remained relatively stable over the last 5 years, with no significant change noted. Although some fluctuation is seen year on year, these fluctuations are not statistically significant and fall within expected levels.

For the year to September 2016, 9 out of 10 (90% \pm 4%) stated that they were either fairly, very or completely satisfied with the whole experience. Three quarters of respondents (75% \pm 6%) stated that they were very or completely satisfied with the whole experience.



Wiltshire are in line with MSF peers and just above the national average of 89% for satisfaction with the whole experience.

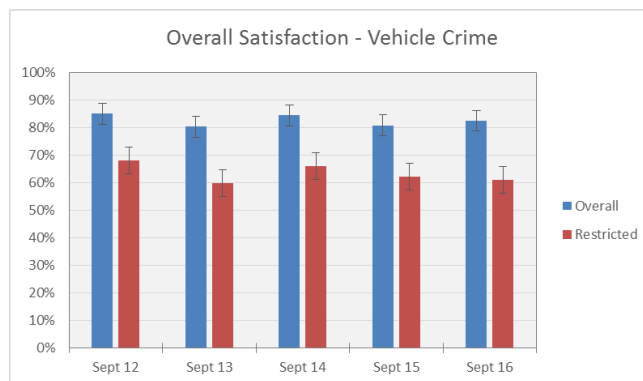


The most recent IQuanta data to June 2016 identifies no exceptions within dwelling burglary, with Wiltshire showing no significant change and remaining in line with peers across all areas.

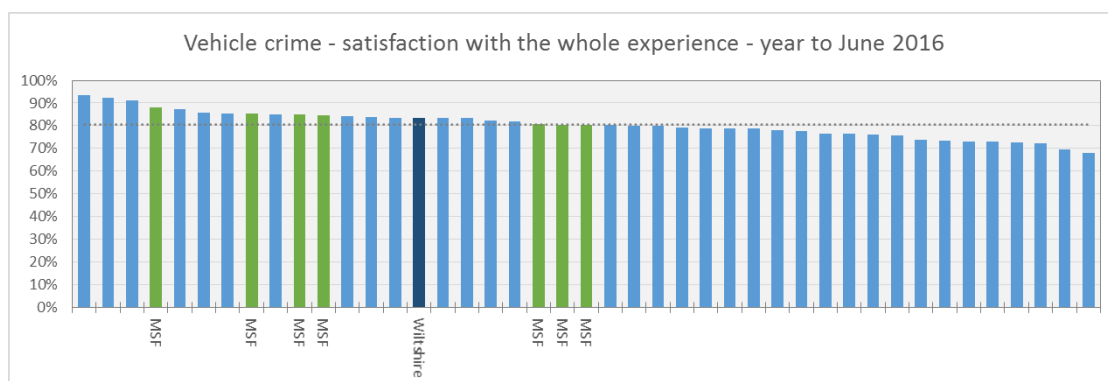
Vehicle Crime Satisfaction

Satisfaction levels for victims of vehicle crime have remained relatively stable over the last 5 years, with no significant change noted. Although some fluctuation is seen year on year, these fluctuations are not statistically significant and fall within expected levels.

For the year to September 2016, 82% (\pm 4%) stated that they were either fairly, very or completely satisfied with the whole experience with 61% (\pm 5%) stating that they were very or completely satisfied.



Wiltshire are in line with MSF peers and just above the national average of 81% for satisfaction with the whole experience.



The most recent IQuanta data to June 2016 identifies no exceptions within vehicle crime, with Wiltshire remaining in line with peers across all areas and recording a significant positive increase of 7pp in actions taken from 74% ($\pm 4\%$) in the year to June 2015 to 81% ($\pm 4\%$) in the year to June 2016.

Hate Crime Satisfaction

Hate crime satisfaction has been captured since April 2015, therefore a year on year comparison of hate crime is not available.

Overall satisfaction with service is 85% ($\pm 10\%$). It is worth noting that satisfaction levels within this group can vary significantly, as the volumes of hate crime in Wiltshire are low. As a result, it is challenging to achieve a significant number of responses.

For the year to June 2016, Wiltshire are in line with peers nationally and within the MSF group and there are no exceptions within hate crime, with Wiltshire remaining in line with peers across all areas.



Summary

- Over the last five years there has been no significant change in the levels of satisfaction with the whole experience, the actions taken or follow up across the crime groups surveyed
- Wiltshire Police are in line with the most similar force group and peers nationally across all measures and crime types
- Significant change has been seen in the restricted satisfaction level (very and completely satisfied) for ease of contact, with analysis linking this to a deterioration in CrIB call handling rates. The deterioration in restricted satisfaction is seen across the three crime groups and in overall satisfaction with ease of contact for violent crime
- A decrease in satisfaction with treatment in violent crime offences has been noted. Analysis has identified key themes in dissatisfaction which related to altercations between two parties and victims feeling that they were not taken seriously