

POLICE AND CRIME PANEL

5 September 2019

AGENDA ITEM NO: 7

PUBLIC CONFIDENCE & VICTIM SATISFACTION WORK – progress since June 2019

1. Background

- 1.1. This report presents the Panel with an update on the progress of work in the area of public confidence surveying and victim satisfaction since the last Police and Crime Panel meeting (6 June 2019).
- 1.2. As outlined at the previous meeting, these are two distinct work strands. This update is in two sections.
- 1.3. Public confidence focusses on obtaining the broader public views of policing, typically from those not directly experiencing the criminal justice system (CJS). This strand is led by Head of Corporate communications, on behalf of the OPCC and Force.
- 1.4. Victim Satisfaction aims to obtain information from victims who have experienced the criminal justice service, from Police to the probation service. This is led by Deputy CEO, OPCC on behalf of the Wiltshire Criminal Justice Board.

2. Public confidence surveying

2.1. Question set development

- 2.2. Meetings have taken place to begin the discussion regarding the types of areas that we would wish to measure in terms of the confidence levels of local communities in their local police force.
- 2.3. This includes preliminary work on the specification development including what we ‘need’ to know, and what we ‘want’ to know.
- 2.4. Initial scoping has included the following:

Who are the audiences?	What do we ‘need’ to know?	What do we ‘want’ to know?
<ul style="list-style-type: none"> • Young people • Ageing population • Hard to reach groups • Independent Advisory Groups • Under engaged groups • Community leaders • Online communities 	<ul style="list-style-type: none"> • How to contact us? • Preferred method of contact? • Perception of the purpose of the police? • Confidence/trust police will help at a time of need? 	<ul style="list-style-type: none"> • Perception v expectation • Do we engage well? • Are we approachable? • Do you know how to get involved? • Do you know what the local priorities are in your area?

<ul style="list-style-type: none"> • Those who live and work in Wiltshire and Swindon • Local businesses • Rural communities • Local politicians • Educational establishments • Community groups 	<ul style="list-style-type: none"> • How accessible are we? • How safe you feel? • Perception around the biggest issues for the police to tackle? • Would you feel confident to report a crime? • Good value for money? 	<ul style="list-style-type: none"> • What worries you most? • What challenges do you think the police are facing?
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2.5. Work now continues to develop this work into detailed proposals.

2.6. Opportunity for collaboration

2.7. Discussions are taking place with Wiltshire Council to explore the consolidating the surveying of local communities. This offer to explore options will also be extended to Swindon Borough Council. Further discussions are scheduled for September 3.

2.8. This could see a twice-yearly formal public survey, with different sections included for each organisation, but with the opportunity to share common data (i.e. around perceptions of safety, ASB etc).

2.9. In addition to the formal twice yearly survey, we would use the police specific question set dynamically across modern channels (i.e. social media, community messaging, websites, surveys on officers smartphones) in order to build up a rich picture of feedback in a timely way.

3. PUBLIC CONFIDENCE - NEXT STEPS

3.1. In the interim period we continue to use Crime Survey of England and Wales data to measure public confidence in policing within Wiltshire and Swindon. This is next due to report in October 2019.

3.2. Once local data from this work is analysed, we will incorporate it into the Police and Crime Plan scorecard.

4. VICTIM SATISFACTION

- 4.1. The OPCC led an audit of all existing victim engagement. This identified a range of formats and mechanisms currently in use to understand the experience of victims. This includes Wiltshire Police, Wiltshire OPCC, criminal justice partners, and OPCC commissioned victims' services.
- 4.2. The wide range of mechanisms used are often small scale and lack the depth of information to make improvements in services. There is a lack of consistency in how victim experience is collected and used.
- 4.3. The Wiltshire Criminal Justice Board Strategy has set the objective to bring together a system for measuring victim experience to strengthen the victim's voice in the system. Wiltshire OPCC is leading this work.
- 4.4. An outline model for delivering a system approach has been developed and will be scoped with criminal justice partners at a victim's satisfaction workshop. Wiltshire OPCC is working with Her Majesty's Court and Tribunal Service to develop the first shared victim satisfaction tools.

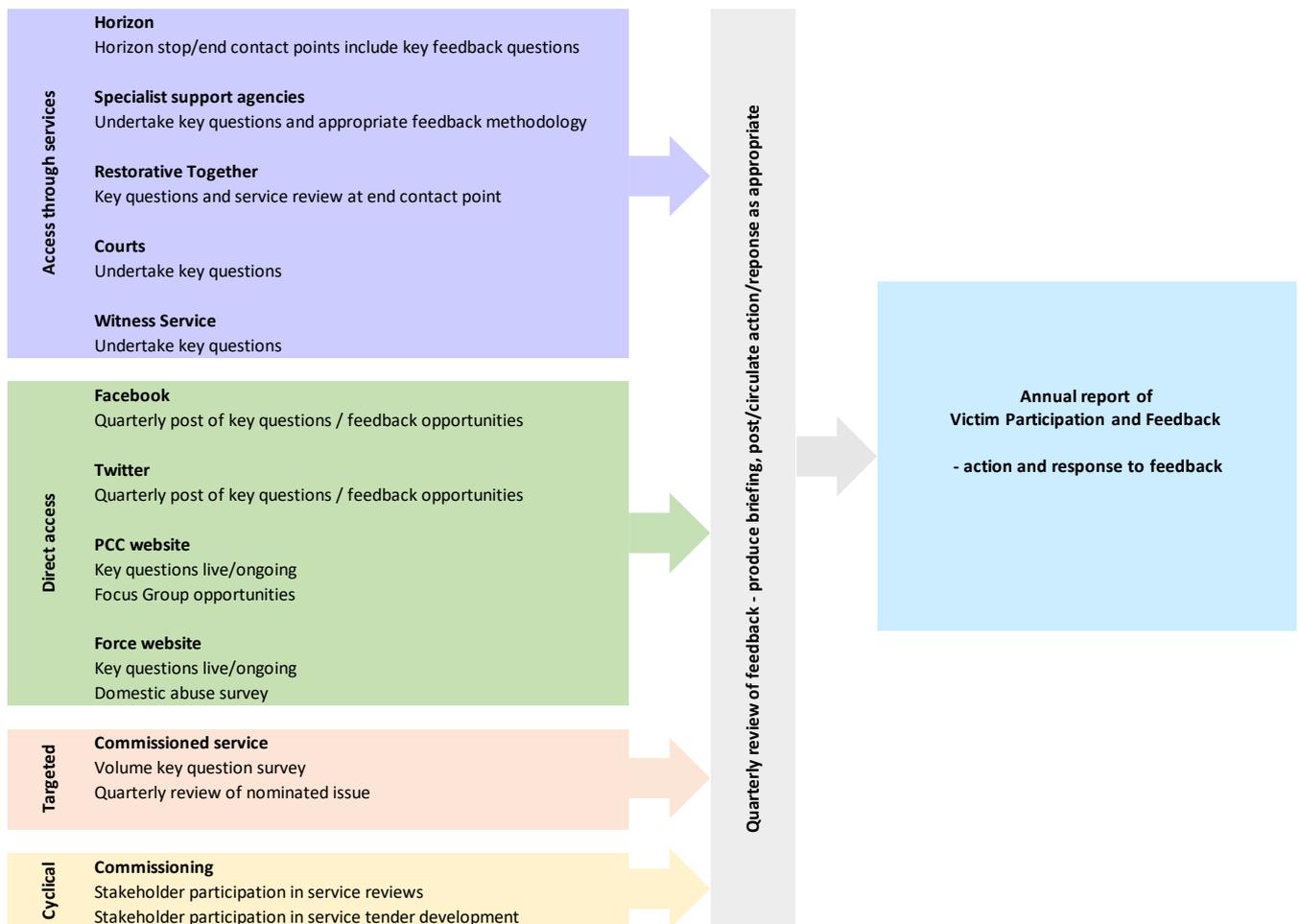


Figure 1 Outline Victim experience model



- 4.5. The objective is to provide shared performance measures for victim satisfaction as well as the production of an annual PCC victim participation and feedback report.
- 4.6. This report will identify themes in the victims' experience of the criminal justice system and provide the framework for improvement for the criminal justice board.
- 4.7. A specification has been drafted to commission a multi-agency survey to obtain information for CJS partners. This includes standardised surveying, victim focus groups and interviews.
- 4.8. Options for the production of the PCC victim participation and feedback report are being considered and may form part of the specification.

5. NEXT STEPS

- 5.1. Further consultation on the approach will be conducted with CJS stakeholders.
- 5.2. A stakeholder workshop is scheduled for early autumn with partners across the CJS to discuss the specification and work to improve consistency in how victim feedback is coordinated.
- 5.3. Market testing will commence once an agreed specification has been agreed
- 5.4. Once information is available, we will incorporate it into both the Wiltshire Criminal Justice Board and Police and Crime Plan scorecard.

6. RECCOMENDATIONS

- 6.1. Members are asked to note the update

Kieran Kilgallen
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