



REPORT TO: Stakeholder Relations & Communications Strategy Committee
DATE: 20 January 2010
SUBJECT: Performance update from the 2009-2010 Victims of Crime Survey
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1. PURPOSE OF PAPER

- 1.1. To provide members with a progress update on the 2009-10 Victims of Crime Survey.

2. BACKGROUND

- 2.1. The Victims of Crime Survey is a user satisfaction survey conducted with victims of crime on a monthly basis throughout the performance year. In addition to helping British Transport Police (BTP) improve the service it provides to victims of crime, the survey is also used to measure performance against the Quality of Service (QoS) Policing Plan target, which for 2009-10 states that overall satisfaction for victims of crime should be at least 80%. This target is currently being achieved with an overall satisfaction score of 87% (as of November 2009).

3. METHODOLOGY

- 3.1. Each month, a representative number of telephone surveys are conducted with randomly selected victims of theft, vehicle, violent and racial crime across all seven BTP Areas. The surveys are conducted between six to twelve weeks after the crime was reported in order to allow sufficient time for a comprehensive service to have been provided by BTP officers and staff.
- 3.2. The 80% QoS satisfaction target is measured by victim response to the following question: *“We are aware that there may have been other individuals, agencies or organisations involved in your case other than BTP. But if you could think for the moment just about BTP, overall would you say that you are satisfied, dissatisfied or neither with the service they provided?”*



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3.3. Of the 3,493 victims who have completed the survey during the 2009-10 performance year to date, 57% were victims of theft, 11% were victims of vehicle crime, 26% were victims of violent crime and 6% were victims of racial crime. These figures are similar to those from the same time period in 2008-09: theft (54%); vehicle (14%); violent (25%); and racial victims (7%). The increase in theft victims at the expense of victims of vehicle crime is explained by the decision at the beginning of 2009-10 to move cycle crime from the vehicle crime category to that of theft.

4. KEY FINDINGS

4.1. As of November 2009, 87% of surveyed victims were satisfied with the service provided by BTP, which represents an improvement of seven percentage points on the 80% satisfaction level at the same point last year (Nov 2008). Table 1 below displays the percentage of victims satisfied with each part of the service experience by both crime type and BTP Area. It also shows the percentage point change from the same period in 2008-09.

	Ease of contact	Initial police actions	Follow up	Treatment	Overall service
Theft	93%	78%	80%	95%	87%
Vehicle	92%	72%	78%	95%	84%
Violent	90%	83%	82%	95%	89%
Racial	92%	85%	88%	95%	89%
London North	92%	74%	83%	95%	85%
London South	94%	76%	79%	94%	85%
London Underground	95%	82%	79%	95%	89%
North Western	94%	83%	83%	98%	91%
North Eastern	92%	80%	79%	96%	86%
Wales & Western	94%	81%	79%	96%	87%
Scotland	95%	86%	81%	96%	93%
FORCEWIDE	94%	79%	81%	95%	87%
% change from Nov 08	+3%	+5%	+6%	+1%	+7%

Table 1: Victim satisfaction with BTP service by crime type and Area



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- 4.2. As Table 1 illustrates, all seven BTP Areas are currently achieving the 80% Quality of Service Policing Plan target, with Scottish Area leading the way with an overall satisfaction score of 93%. If this level of performance is maintained during the remainder of 2009-10 it will be the first time that the target has been achieved by *all* BTP Areas. The excellent scores thus far are testament to the efforts that have been made Forcewide towards achieving the 80% target (details of Area initiatives can be found in section 6).
- 4.3. Overall satisfaction scores for victims of vehicle crime (84% Nov 09; 73% Nov 08) and theft (87% Nov 09; 79% Nov 08) are especially encouraging – they are both significantly better than at the same point in 2008-09. Improvements can also be seen with regards to violent and racial crime (both 89% Nov 09; violent 82% Nov 08, racial 84% Nov 08).
- 4.4. Of particular note is the improvement in victim satisfaction with follow up. Analysis at the end of the 2008-09 performance year suggested that enhanced and more consistent levels of follow up were needed if overall satisfaction levels were to be improved. So far this seems to have been proved true with a six percentage point increase in follow up contributing towards a seven percentage point increase in overall satisfaction (see table 1 above).

5. COMPARISON TO HOME OFFICE FORCES

- 5.1. In Table 2 below, BTP QoS performance is compared to that of Lancashire, Nottinghamshire and Staffordshire – all Home Office (HO) forces comparable to BTP in terms of total officer strength and crime rates. Owing to differences in the type of offences surveyed (HO forces survey victims of burglary and road traffic collisions) and how data is presented (HO forces apply equal weighting to each crime type and present racial data separately), direct comparisons are not possible. However, the table below, in which BTP data is presented both weighted (as per HO forces) and unweighted, can nonetheless be used as a rough comparison.



Force	Overall satisfaction excluding racial incidents	Overall satisfaction for racial incidents	Follow up satisfaction excluding racial incidents	Follow up for racial incidents	Initial actions satisfaction excluding racial incidents	Initial actions for racial incidents
Lancashire	84%	77%	75%	74%	84%	79%
Nottinghamshire	83%	82%	63%	71%	85%	79%
Staffordshire	89%	88%	74%	80%	88%	85%
BTP (weighted)	87%	N/A	80%	N/A	79%	N/A
BTP (unweighted)	87%	89%	81%	89%	79%	85%

Table 2: User satisfaction scores – BTP versus selected Home Office forces (April-September 2009¹)

5.2. Table 2 clearly shows that BTP is performing well compared to similar Home Office forces. In terms of overall satisfaction, BTP is currently outperforming Lancashire and Nottinghamshire and is just two percentage points behind Staffordshire, which is a leading force with regards to QoS.

6. NOTABLE AREA PERFORMANCE

6.1. Both London South (LS) and London North (LN) have historically struggled with regards to QoS. In 2008-09, both failed to achieve the 80% Policing Plan target, scoring 74% and 76% respectively. Recognising that improvements needed to be made if the target was to be achieved, both Areas have implemented a number of initiatives during this performance year, the positive impact of which is reflected in their much improved scores.

London North

6.2. In June 2009, London North, with the support of FHQ, established a pilot project under the name of 'Operation Contact' to improve its capacity to deliver a quality service to victims. The project is aimed at embedding a victim-focussed service orientation across all frontline and back office

¹ Iquanta data is only available for the performance year ending 30 September 2009. BTP data is for April-November 2009.



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activities. In order to achieve this, the project team has worked tirelessly to identify and implement new support procedures, issue clear and concise directives to officers and provide additional victim oriented training to both officers and staff. They are also working to develop an effective communications and marketing strategy aimed at encouraging both behavioural and cultural change. The project team meet once a month to discuss progress.

- 6.3. The success of this project is evident given London North's considerable improvement in overall victim satisfaction when compared to the same period last year (85% Nov 09; 77% Nov 08).
- 6.4. A representative from London North will be delivering a presentation on 'Operation Contact' at the next QoS workshop to be held on 29 January 2010 in North East Area. It is hoped that the presentation will provide guidance for other Areas on how to embed a service-oriented approach without relying on significant financial investment.

London South

- 6.5. London South has introduced a number of QoS Single Points of Contact (SPOC) and Victim Care Managers (VCM) across the Area in an attempt to focus resources on enhancing the service provided to victims of volume crimes. All victims of theft and vehicle crime receive initial contact from SPOCs who advise them how their crime will be investigated and by whom. A crime package is then forwarded to victims containing a Proforma Statement along with crime reduction information. Also included in the crime package is a questionnaire on service provision designed specifically for victims of cycle crime who are asked to return it to the Areas Crime Management Unit (CMU). On receipt of the returned crime package, statements are disseminated to police posts and the questionnaires are forwarded to the Areas Crime Reduction Officer for action.
- 6.6. Like London North, London South has seen considerable improvements in its QoS scores since the beginning of the performance year, with overall satisfaction currently standing at 85%. This can be compared to the 73% the Area was achieving at the same point in 2008.



7. CONCLUSION

- 7.1. Overall satisfaction currently stands at 87%. This is seven percentage points above the Quality of Service Policing Plan target and represents an eight percentage point improvement when compared to the same point in 2008-09. All seven BTP Areas are currently achieving the 80% target – something that has never been achieved previously.
- 7.2. Victim satisfaction in 2009-10 has improved in a number of key areas but particularly in terms of follow up. Building on the lessons of 2008-09, the QoS team continues to emphasise the importance of this particular aspect of performance to all Areas, as well as to identify, implement and monitor processes aimed at improving the level of follow up that Areas provide to victims.
- 7.3. Areas that have in the past performed poorly on QoS continue to work hard at improving their performance whilst those Areas which have performed well continue to do so. In particular, with the introduction and subsequent success of London North's 'Operation Contact', it is hoped that similar projects will be implemented by other Areas in order to embed a victim-oriented service culture. The potential roll-out of 'Operation Contact' across the Force is an agenda item at the forthcoming QoS Workshop.

8. RECOMMENDATIONS

- 8.1. That the committee note the contents of this paper.