

**From:** Matthew Scott, Kent Police and Crime Commissioner  
**To:** Kent and Medway Police and Crime Panel  
**Subject:** Victim satisfaction  
**Date:** 8 December 2021



**Introduction:**

1. In the [Safer in Kent Plan](#), one of the priorities the Commissioner has set the Chief Constable is to 'Put victims first'.
2. This paper outlines how Kent Police measures victim satisfaction and provides an overview of the latest survey results.

**Measuring victim satisfaction:**

3. Home Office guidance states that victim satisfaction surveys are designed to:
  - Take account of the experience of victims not just at the initial stage of police action, but in the subsequent activity.
  - Provide information about victim experience which can be actioned by forces to improve service delivery.
4. Whilst Kent Police has the ability to design its own surveys, the Force currently surveys victims of hate crime, domestic abuse and rape:
  - Hate crime - this survey explores levels of satisfaction across four stages: making contact, action taken, kept informed, treatment, plus the whole experience.
  - Domestic abuse - this survey explores levels of satisfaction across three stages: initial contact, action taken, kept informed, plus the whole experience. There is an emphasis on the care and support provided, and a particular focus on 'The Voice of the Child'.
  - Rape - this survey focuses on two key elements: whether the victim felt officers treated them with dignity and respect, and whether they felt they had been treated fairly throughout the case.
5. The surveys are conducted over the telephone by staff within the Research Bureau; a small in-house team that have the experience and expertise to empathetically engage with crime victims.
6. Research Bureau staff adhere to strict processes with regards to the selection of victims, with each survey having slightly different exclusion rules. Reasons for exclusion include:
  - Victims who have indicated that they are unwilling to be surveyed
  - Victims under the age of 16
  - Victims who are considered vulnerable (i.e. mental health problems)
7. The Force plans to introduce a burglary victim satisfaction survey. However, due to capacity and capability within the Research Bureau, it is yet to be implemented.
8. The results of all Force surveys are analysed and utilised as part of a continuous feedback, learning and improvement process, to ensure the quality of service to victims and witnesses is first-class.

**Hate crime victim satisfaction:**

9. The overall victim satisfaction for rolling year to October 2021 was 83.5% (466 victims out of 558 surveyed were satisfied with the service received). This was an increase on the same period in previous years, with 82.3% (436 out of 530) in 2020 and 77.8% (402 out of 517) in 2019.
10. The following provides a breakdown for each of the four stages:
  - Making contact: 94.9% of victims were satisfied with the initial contact made by Kent Police; this equates to 387 out of 408 victims who contacted the police personally. This was a decrease of 1.9% on 2020 (96.8%, 366 out of 378 victims) and a decrease of 0.1% on 2019 (95.0%, 344 out of 362 victims).
  - Action taken: 85.8% of victims (479) were satisfied with the action taken by officers; this was an improvement of 2.4% on 2020 (83.4%, 442 victims) and 9.4% on 2019 (76.4%, 395 victims).

- Kept informed: 82.3% of victims (459) were satisfied with how they were kept informed about the progress of the investigation; this was a 7.0% improvement on 2020 (75.3%, 399 victims) and an 8.4% improvement on 2019 (73.9%, 382 victims).
- Treatment: 91.0% of victims (507) were satisfied with how they were treated by officers; this was a 1.2% improvement on 2020 (89.8%, 476 victims) and a 3.8% improvement on 2019 (87.2%, 451 victims).

### **Domestic abuse victim satisfaction:**

11. The overall victim satisfaction for rolling year to October 2021 was 89.4% (483 victims out of 540 surveyed were satisfied with the service received). This was a small decrease on the same period in 2020 (89.6%, 371 out of 414). Survey data for the comparable period in 2019 is not available.
12. The following provides a breakdown for each of the three stages:
- Initial Contact: 94.8% of victims were satisfied with the initial contact made by officers; this equates to 312 out of 329 victims who contacted the police personally. This was a small decrease of 0.9% on 2020 (95.7%, 264 out of 276 victims).
  - Action taken: 91.5% of victims (494) were satisfied with the action taken by officers; this was a decrease of 0.5% on 2020 (92.0%, 381 victims).
  - Kept informed: 86.1% of victims (465) were satisfied with how they were kept informed about the progress of the investigation, this was an increase of 5.2% on 2020 (80.9%, 335 victims).

### **Rape victim satisfaction:**

13. The rape satisfaction survey was implemented in 2019.
14. There are two key elements:
- whether the victim felt that they had been treated with dignity and respect; and
  - whether they felt they had been treated fairly throughout the case.
15. In the rolling year to October 2021, 96.8% of victims felt that officers had treated them with dignity and respect (275 victims out of 284); this was a decrease of 1.6% on the same period in 2020 (98.4%, 250 out of 254 victims). Survey data for the comparable period in 2019 is not available.
16. In the rolling year to October 2021, 88.0% of victims felt that they had been treated fairly throughout the case (250 victims out of 284); this was a decrease of 3.7% on the same period in 2020 (91.7%, 233 out of 254 victims).
17. In seeking to continually improve, the contextual data from the surveys has been made available on the Force intranet, accessible to those responsible for rape investigations so they can understand the service received by victims. Rape victim satisfaction also features at the monthly Force Performance Committee which is Chaired by the Deputy Chief Constable.
18. Overall, victims provided a range of positive comments about the service received with many feeling listened to, understood, and describing officers as supportive and empathetic.

### **Holding to account:**

19. The Commissioner holds the Chief Constable to account for victim satisfaction through the quarterly Performance and Delivery Board and via their weekly briefings.
20. Equally though, in relation to organisations that receive funding from the Office of the PCC, there is an expectation that they provide a good service. As a result, they are required to comply with strict monitoring requirements, including the provision of relevant information.
21. For example, the most recent Victim Support service user feedback data (Qtr 1, 2021/22) was as follows:
- 90% would recommend the service to someone else impacted by crime.
  - 92% said the service helped them cope and recover more quickly from the impact of the crime.
  - 91% were highly satisfied or satisfied with the service.
  - 55% selected the immediate practical, information and emotional help offered as being the service which helped them the most.

22. It is also important that the Commissioner takes account of feedback, such as the following, to form a more rounded assessment of service delivery:

- Client happy with the overall support provided feeling that calls made were at the right times, that they helped with their mental wellbeing and helped them manage the situation.
- 'Support Worker was incredible. They were there for me through a difficult time and did all they could to help. The whole service was really great. I was going through a lot and felt like my voice was never ignored. I felt really supported and it made such a difference. They (Support Worker) never gave up on me and always tried to get problems solved. They always went the extra mile and always gave me feedback on what they'd done at a time when I felt really left out of everything with the police. They really included me in the whole process. I'm really happy. They are a fantastic support worker.'
- Client pleased with information provided and that options do exist and support is readily available.

**Recommendation:**

23. The Kent and Medway Police and Crime Panel is asked to note this report.