

## SURREY POLICE AND CRIME PANEL

## VICTIM SATISFACTION

28 June 2018

**1. INTRODUCTION**

- 1.1 The Police and Crime Commissioner for Surrey commissions a wide range of services to support victims of crime.
- 1.2 These services can be broadly split into two distinct categories:
  - **Generalist Assessment and Support Service:** The main function of this service is to receive referrals from individuals, police forces and other organisations and make contact with the victim and assess their needs. Through a mixed team of experienced case workers and volunteers, the service works with individuals to help them make sense of their experiences, improve perceptions of safety and wellbeing, and ultimately support their recovery.
  - **Specialist Support Services:** The PCC is also responsible for commissioning local specialist services that meet the specific needs of the people of Surrey. Key services include Domestic Abuse Outreach, Independent Sexual and Domestic Violence Advisors and specific services for young people. These services are delivered by a range of local providers.
- 1.3 All organisations in receipt of funding from the Office of the Police and Crime Commissioner (OPCC), whether via a formal contract or grant agreement, are required to provide regular updates on their service's performance and progress against agreed outcome measures. The level of monitoring naturally depends on the level of funding provided, with larger services having more onerous reporting requirements and oversight at formal governance meetings.
- 1.4 In addition to monitoring key performance measures such as referral numbers, caseloads and waiting times, services measure user satisfaction and outcomes, often relying on a combination of quantitative and qualitative feedback.
- 1.5 This report sets out how our key services monitor user satisfaction and the wider work undertaken by the OPCC and Surrey Police to monitor this area.

**2. Generalist Assessment and Support Service**

- 2.1 Victim Support are contracted by the OPCC to provide the Generalist Assessment and Support Service. Their case management system provides 'distance travelled' measurements that aim to consider victim satisfaction within the context of

individual progression. These measurements are based around the following categories.

<b>Wellbeing</b>	How would you rate your current health and wellbeing on a scale of 1-10, 10 being the highest
<b>Perception of safety</b>	Also on scale of 1 to 10, how safe do you now feel?
<b>Reintegration</b>	Feeling isolated can make it hard to recover. How would you rate the support around you on a scale of 1-10
<b>Feeling informed</b>	On a scale of 1 to 10, how well informed do you feel about the support and services that are available to you?
<b>Experience of the Criminal Justice System</b>	Also on scale of 1 to 10 how positively would you rate your experience of the criminal justice system?

- 2.2 Initial assessments are recorded for each category when the service user is first referred into the Victim Assessment and Referral Centre (VARC). Where the case progresses to the Local Support Service (LSS), the caseworker/volunteer working with the individual completes interim and final measures providing an indication of the victim's journey.
- 2.3 Where client support is provided solely by the VARC, the client is advised that it is policy to contact them again in two weeks to determine progress. Where consent to call is provided, a final measure is completed.
- 2.4 To support the above methodology, appropriate training and assessment processes have been put in place to ensure staff and volunteers accurately record these measures.
- 2.5 Data obtained from this process, along with wider management information, is regularly reported to the OPCC and considered as part of contract management meetings. The data is broken down to reflect both VARC enhanced immediate support and non-enhanced immediate support, and LSS enhanced ongoing support and non-enhanced ongoing support.
- 2.6 The following two tables set out averaged aggregated data for the last full quarter, combining all five categories.

<b>Immediate Emotional Support (VARC)</b>		
<b>Overall Scoring</b>	<b>Enhanced</b>	<b>Non-enhanced</b>
Initial Distance Travelled	25.9	24.4

Final Distance Travelled	34.1	32.7
<b>Point increase</b>	<b>8.2</b>	<b>8.3</b>

<b>Ongoing Emotional Support (LSS)</b>		
<b>Overall Scoring</b>	<b>Enhanced</b>	<b>Non-enhanced</b>
Initial Distance Travelled	20.2	19
Final Distance Travelled	28	27.8
<b>Point increase</b>	<b>7.8</b>	<b>8.8</b>

2.7 The above data can be better understood when plotted visually, as demonstrated in the following chart that looks at the impact of initial support:

125: Average outcome scores for immediate support only - ENHANCED cases



2.8 Ultimately the data shows that where service users are successfully contacted, all indicated an improvement in their journey. The OPCC can provide the PCP with full management data, including a breakdown of each individual measure, should members wish.

### 2.7 3. Specialist Victim Services

3.1 The OPCC funds a wide range of services catering to many different needs and user groups. As such, the Office does not rely on “one size fits all” satisfaction measures, instead working with individual providers to determine the most appropriate measures by which they can assess client progress and satisfaction.

3.2 As way of an example, RASASC (Rape and Sexual abuse Support Centre) is the

OPCC's main provider of support to individuals that have experienced rape and/or sexual assault. The OPCC provides funding to allow the provision of both an ISVA (Independent Sexual Violence Advisor) service and counselling.

- 3.3 With regards to the Counselling service, RASASC monitors the number of assessments, the number of counselling sessions offered and the number of counselling clients. Counselling clients also fill in a Clinical outcomes and Routine Evaluation (CORE) form at the beginning and end of counselling session. CORE forms have a series of 34 statements relating to how the client has been over the last week. Scored on a scale from 0-4, statements include 'I have thought of hurting myself' and 'Talking to people has felt too much for me'. They are a useful tool in demonstrating the impact of therapy and are used by the NHS.
- 3.4 Counselling clients are also invited to fill in an anonymous service evaluation form, which they can take away with them and return by post. Clients making use of the ISVA service are provided with an anonymous feedback form to complete when their support comes to an end. These are received and monitored by the Head of Service and provided to the OPCC in the form of progress reports.
- 3.5 The OPCC would be happy to provide more information if there is a specific service the Panel would like to look at.

#### **4. Assistant Commissioner for Victims:**

- 4.1 In addition to victim satisfaction data formally submitted by providers, the Assistant Police and Crime Commissioner for Victims regularly meets vulnerable victims. Since August 2013, she has written a series of reports on the experiences of victims of domestic violence, sexual assault and rape, and the experiences of young people affected by crime. The feedback method is unstructured and open, and in this differs from the methods used by other agencies, which are questionnaire based. It is the only approach which looks across the entire journey from a victim's perspective.
- 4.2 The OPCC is happy to share these reports with the PCP, should members wish.

#### **5. Data usage**

- 5.1 The OPCC uses victim satisfaction feedback to identify and analyse victim needs, to inform its commissioning strategy and to improve existing services. Feedback helps to guide investment, identify gaps in service and improve pathways.
- 5.2 Examples of this in practice includes:
- Feedback from victims of domestic abuse informed the development of our DA Outreach advocate pilot in the north of the County, which sees a member of staff from our outreach provider embedded in a police team, providing immediate support to DA victims.
  - We listened to survivors' experience of living in refuge and invested in a special fund to allow a pack of basic essentials to be given to all families on

arrival, making their stay more comfortable and reducing the number of individuals returning to abusive households.

- The OPCC introduced a question into the Surrey Police survey of ASB victims as to whether they would benefit from a support service and what type of support they felt would be suitable. The results of this survey has directly contributed to the commissioning of a new service to offer practical and emotional support to high risk victims of ASB.

5.3 Many of our providers are also represented on local governance groups and provide regular feedback to the wider partnership. For example, RASASC is a member of the local Sexual Exploitation and Abuse Management Board. This allows both the OPCC and other local commissioners to keep a watching brief on overall victim satisfaction levels for specialist services, and act quickly if issues seem to be arising.

5.4 The learning captured by the Assistant Police and Crime Commissioner for Victims is also fed back to relevant agencies through appropriate governance.

## 6. Data Limitations

6.1 The vast majority of our specialist service providers are relatively small voluntary sector organisations with limited resources. Whilst any data collection methodology has potential shortcomings, the OPCC is of the view that the provider-led collection method currently in operation best fits our commissioning arrangements and allows us to collect proportionate and meaningful feedback. As detailed in section 3.3, our providers all follow good practice and nationally recognised data collection models and the OPCC is comfortable with the current approach.

## 7. Wider victim satisfaction data

7.1 Like other forces within England and Wales, Surrey Police conducts victim satisfaction surveys with specific victim groups as the result of a previously mandated Home Office requirement. This surveying is undertaken by an external provider and the offence types covered by the surveys are:

- **Domestic burglary** - burglary in a dwelling, including aggravated and attempted burglary
- **Violent crime** - wounding, assault and personal robbery
- **Hate crime** - crimes which are motivated by a person's race, religion, sexual orientation, transgender identity or disability
- **Anti-social behaviour**

7.2 At the time of report, victims are asked for their permission to be contacted again for customer feedback. Contact details for victim of crimes and anti-social behaviour are passed securely to a vetted market research company. Victims are then contacted via telephone to ask them to take part in a survey on service received. Questions are asked on initial contact from police, time taken, treatment received, action taken, being kept informed and overall service. The results are

regularly monitored by a customer service board. A copy of the overall satisfaction for the year 2017/18 is attached.

- 7.3 In addition to the above, Surrey Police is also required to survey a sample of persons who have been the victim of Domestic Abuse. The aim of this is to collect consistent data from victims of domestic abuse to identify actions to improve the police response and victim safety in domestic abuse incidents.

## **RECOMMENDATION**

That the Police and Crime Panel notes the content of this report.

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