## Performance + Consultation Unit

# Year End 17/18 Headline

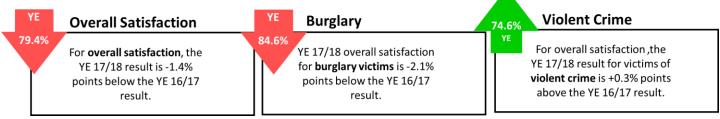
(April 17-March 18)

# AOLICE 10

# **Victim Satisfaction Results**

### **Main Force Headlines**

Arrows display Year End Results compared to the previous year end.



### **Main Divisional Headlines**

	YE	North	YE	East	YE	West
7	79.2%	For <b>overall satisfaction</b> , the YE 17/18 result is -1.4% points below the YE 16/17 result.	78.1%	The YE 17/18 result for overall satisfaction is -2.2% points below the YE 16/17 result.	80.8%	For <b>overall satisfaction</b> , the YE 17/18 result is -0.7% points below the YE 16/17 result.

### **ASB Force Headlines**

Arrows display Year End Results compared to the previous year end.

Overall Satisfaction	77.3%	Grades 1-3	70.7%	Grade 4
For <b>overall satisfaction</b> , the YE 17/18 result is +2.8% points above the YE 16/17 result.	YE	For Grade 1-3 callers the YE 17/18 result for <b>overall</b> satisfaction is significantly above the YE 16/17 result (+5.1% points).	YE	For Grade 4 callers the YE 17/18 result for <b>overall</b> satisfaction is +1.6% points above the YE 16/17 result.

### **ASB Divisional Headlines**

