

I would like to know about how your Force surveys their victims of crime.

As of January 2019:

1) Does your Force still survey victims of crime?

Yes

2) What crime types (i.e. violence against the person, theft, hate crime etc) do you survey? (Feel free to just include the crime code and description if they are not categorised)

We survey all victims with a valid email address, excluding those aged under 16 or those who have reported most serious violence or a sex offence. Victims of domestic abuse, with safe contact methods, are also surveyed.

3) What questions do you ask in the survey?

See WMNOW Citizen Satisfaction 2018 below **Citizen Satisfaction 2018**

4) If applicable, do you categorise the question (i.e. treatment by officers, post-investigation contact etc)?

As above

5) On average, how many victims do you survey? (this can be across the last two years)

An average of 463 victims respond to the survey each month – this is based on the last 12 months of comparable data.

6) Do you survey victims who have had their crimes screened out?

West Midlands Police do not 'screen out' crimes – all offences are investigated. After the initial investigation, which is undertaken by our call handlers, crimes may be subject to a solvability matrix. The data above are provided by outcome (e.g. unable to prosecute or investigations complete; no suspect identified)

7) What is your process of screening out crimes?

As above

8) What is the current YTD score for victim satisfaction?

52.6%

WMNOW

Citizen Satisfaction 2018

Must answer

You have contacted us recently to report a XXXX crime. West Midlands Police would like to understand your experience and the service we provided.

The survey will only take a few minutes and will help us to improve the service we deliver. Responses are not anonymous but will be treated in confidence.

If you need to report something non-urgent to us, please go to our website - www.west-midlands.police.uk.

Q1 First of all, can I check you are 16 or over?

Yes

No (go to end – [Those Under 16](#))

Initial Contact

Please answer the following questions thinking only about the report we have contacted you about (if you have made more than one report this will be the most recent incident you have reported)

Q2 How did you first contact the police?

Telephone - 999

Telephone - non-emergency number (e.g. 101, 0345/0845)

Visited Police Station in Person

An officer was present at the scene

Reported online **[go to Q4]**

Other - please specify 'other' _____

Q3 Did the first person who you spoke to...? (Yes/No)

Respond in a polite and professional manner

Listen to you carefully

Take you seriously

Tell you if police officers would come to see you

Tell you what you could expect to happen next

Q4 How satisfied are you with how easy it was to contact someone who could assist you?

1) Very Dissatisfied	2) Dissatisfied	3) Neither	4) Satisfied	5) Very Satisfied
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Action taken

Now we'd like to know what happened next

Q5 Did a police officer attend or was your report handled over the phone?

Handled over the phone

Handled online

Uniformed officer(s) attended

Non-Uniformed officer(s) attended

Other - please specify 'other' _____

Q6 Did you...? (Yes/No)

	Yes	No
a. Understand what was going to happen and why	<input type="radio"/>	<input type="radio"/>
b. Get Contact details for someone dealing with your case	<input type="radio"/>	<input type="radio"/>
e. Receive practical help or advice	<input type="radio"/>	<input type="radio"/>
f. Receive details of other organisations who could offer support and assistance	<input type="radio"/>	<input type="radio"/>

Q7 Were you told the incident would be closed or 'filed at source'?

Yes [Go to Q8]

No [Go to Q9]

Don't know [Go to Q9]

Q8 And about the incident being closed or filed at source (Yes/No)

Did you understand why no further action would be taken on this incident?

Did you understand why this decision was made?

Q9 Are you satisfied with the initial actions taken by the police?

1) Very Dissatisfied	2) Dissatisfied	3) Neither	4) Satisfied	5) Very Satisfied
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Feedback

Next we'd like to know about any further contact or feedback you've had since reporting this incident

Q10 Did we discuss with you how often or when you would receive feedback about this incident?

Yes [Go to Q11]

No [Go to Q12]

Q11 Have you received feedback as agreed in that discussion?

Yes - as agreed [which may include no feedback yet]

No - not kept to the agreement

Didn't request any feedback/update

Q12 Are you satisfied, dissatisfied or neither with how well you have been kept informed of progress?

1) Very Dissatisfied	2) Dissatisfied	3) Neither	4) Satisfied	5) Very Satisfied
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Q. If applicable, how satisfied were you with the explanation of the process and what was needed to recover your vehicle?

1) Very Dissatisfied	2) Dissatisfied	3) Neither	4) Satisfied	5) Very Satisfied	N/A
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Treatment

Q13 Thinking about the attitude and manner of the police officers and other staff who dealt with you, did they... (Yes/No/N/A)

Deal with you sympathetically?

Treat you politely?

Communicate clearly?

Treat you fairly?

Q14 Are you satisfied with the way you were treated by the police officers and staff who dealt with you?

1) Very Dissatisfied	2) Dissatisfied	3) Neither	4) Satisfied	5) Very Satisfied
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Overall Service

Q15 Taking the whole experience into account, are you satisfied with the service provided by the police in this case?

1) Very Dissatisfied	2) Dissatisfied	3) Neither	4) Satisfied	5) Very Satisfied
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Q20 Please tell us why you were 'satisfied' with the service provided by the police in this case ?

Q21 Please tell us why you were 'dissatisfied' with the service provided by the police in this case ?

[Demographic questions unchanged]

Finally...

Q33 If you have any further comments you would like to make, please tell us below

Thank you for taking the time to complete this survey. We review every survey to use the information you have provided improve the quality of service we provide. If you would like to find out more about local policing including priorities, meetings and who your local officers are, visit West Midlands Police website:

www.west-midlands.police.uk

Please press 'Submit' to save your responses.

[Those under 16]

Unfortunately as you are under 16 years of age, we cannot allow you to take part in this survey today but would like to thank you for your time.

- End survey -