

Outstanding Reference: 13 – Victim Satisfaction Action Plan**Response from:** CoLP**Response to:** Performance and Resource Management Sub-Committee

“The Force has a Victims Code and Crime Standards Working Group chaired by the Detective Superintendent Crime. The working group runs a rolling action log which is effective for their purposes but is not suitable for presentation. There are recommendations as identified by FIB as part of their analysis of the results of the survey which are being taken forward by the VC&CS working group and these are shown below alongside the D/ Supts responses.

Recommendation 1 - *Officers should receive individual feedback which has been proven to increase satisfaction in other forces. When officers can be identified individual officer feedback should be completed by providing both good and bad feedback to both the officer themselves and their Sergeants.*

Management response:

- *As part of the Force Resolution Centre and work the Crime Management Unit is doing we have reviewed routes in for reporting crime and we are reviewing internal processes to reduce the number of people a crime goes through before it reaches the OIC. It is often difficult to level feedback at individuals when a crime may have been handled by a number of Officers. For example a crime could have been trans-crime to us from the MPS, the MPS telephone desk, our Crime Management Unit (CMU) to the Officer in the Case (OIC).*
- *First line supervisors are feeding back to individual officers and giving management advice where there are consistent concerns around handling victims of crime.*

Recommendation 2 - *More in-depth analysis around those victims that are dissatisfied – is it in relation to a certain crime type? A certain profile of victim?*

Management Response:

- *The action log has two actions to take forward to look at call handling and also training for supervisors. Additionally, those victims who have responded to say they are unsatisfied are being called back to drill down into the reasons why to gather more detail as to why they are unhappy.*
- *Head of Research and Analysis has been tasked to look at whether any analysis can be done around satisfaction and crime types to identify where the dissatisfaction seems to be the strongest.*

Recommendation 3- *Making victim care a priority within briefings before officers go out and as a reminder to keep victims informed of progress. Also to award/recognise*

officers that go above and beyond in relation to victim care to emphasise the importance to focus on the victim of a crime.

Management Response:

- *Work is ongoing including briefings and dip sampling with frontline officers and will continue to ensure that they are complying with standards of initial investigation and victim contact.*
- *As part of the Review of compliance with the Victims' Code and victim services led by Claire Waxman, Victims' Commissioner for London. The purpose of the review is to identify opportunities to improve how services support victims in London through their criminal justice journey and will help inform national policy and provision. The Force is linked in to this review and is working with MOPAC on the Pan London approach that is looking at the victim journey with a view to improving their experience."*