

User Satisfaction – Plans to Improve

In the post- 24 April 2022 Oversight Board meeting letter the Acting Commissioner was asked:

“I was pleased to hear that you are using the results of the research into the impact of victim call backs to improve practice in the TDIU. More generally, user satisfaction remains low and I would be grateful for an update on plans to address this.”

The MPS has advised:

While two thirds of victims are satisfied with the service provided by the MPS, we are committed to building satisfaction further – and we have taken a number of steps to do this.

Front and centre is the **Victim Information Leaflet**, which shows a clear correlation with greatly improved satisfaction. Leaflet distribution is ongoing and the receipt of that leaflet continues to correlate to approximately 20% greater satisfaction. Due to limitations in CRIS, we rely on the feedback from the User Satisfaction Survey to determine how effective distribution is.

The **Victims’ Code performance dashboard** has fully launched as of April 2022 and has data updated monthly. This dashboard is proactively distributed to all Victim Care SPOCs and BCUs along with key internal stakeholders when the data is updated. It is also available to every officer and member of staff through the Performance and Data portal.

The data is also delivered to the quarterly Victim Care improvement board, chaired by DAC Gray, for scrutiny. This data identifies those victims entitled to priority rights under VCoP and data on updating victims within the appropriate timescales.

We retain our **Victim Care SPOC network** with the next SPOC meeting booked in the second week of June. Those SPOCs are of Chief Inspector rank or above on each BCU with representatives from specialist OCUs in support.

The **High Harm Survey** has been approved by the MPS and the survey website has been created by MOPAC. The IT is awaiting a “landing page” which will allow the survey to be accessed via search engine. The press strategy will be led by MOPAC. There are ongoing discussions about this to ensure that the greatest number of Londoners are aware the survey exist.

The **Victim Needs Assessment** is in a second pilot running on SN BCU from 2nd May. The question set has been significantly streamlined to reduce the officer time required and ensure the questions are focused on identifying vulnerable victims and those needing support to provide their evidence (for example a VRI or interpreter).

The Victim Care Improvement team will be sitting in on Victims’ Code training new recruits at both Marlowe House and Anglia Ruskin, Docklands Campus university site to ensure the victim’s code and victim satisfaction message is correct from the beginning of an officers’ career. We have approved the written lesson plans but not yet seen how that translates to delivery.

17 May 2022