

# MOPAC MPS Oversight Board

## 25 June 2021

---

### 2020-21 Quarter 4 Oversight

Reports by MOPAC Director of Strategy and MPS Oversight  
and MPS Chief of Corporate Services

---

#### 1. Performance

- 1.1. COVID 19 continues to impact on recorded crime with decreases continuing into Q4 2020/21, when compared to the previous quarter. Offences continue to be below pre-COVID levels.
- 1.2. Overall Satisfaction with service is at 69% for Q4 20-21 from the User Satisfaction Survey (USS). Overall Satisfaction with service taken from the Telephone and Digital Investigation Unit (TDIU) is 53% for telephone reporters and 44% for online reporters, a slight increase from Q3.
- 1.3. For victims dealt with over the telephone, the most positive predictive indicators of satisfaction were being taken seriously and being reassured.
- 1.4. For those victims dealt with online, areas where significant and consistent decline in satisfaction was seen over this FY were an explanation of process given and reporting processes meeting expectations.

#### 2. Appendices

**Appendix 1 – [Q4 2020/21 Performance Report](#)**

**Appendix 2 – Q4 MPS Business Plan Monitoring Report**