

SATISFACTION SURVEYS

One of Cambridgeshire Constabulary's priorities is to improve the quality of service provided to the community. In order to do this, we measure the outcome of certain police activity to find out whether the needs and expectations of the public are being met.

People who have been victims of burglary, violent crime, racist incidents or vehicle crime are likely to be contacted by a force representative asking if they are happy to be surveyed on how they felt they were dealt with by us.

The surveys measure the satisfaction level of each victim with the service they received in 5 key aspects of their interaction with the police and are structured around the following core questions:

- Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?
- Are you satisfied, dissatisfied or neither with how easy it was to contact someone who could assist you?
- Are you satisfied, dissatisfied or neither with the actions taken by the police?
- Are you satisfied or dissatisfied or neither with how well you were kept informed of progress?
- Are you satisfied, dissatisfied or neither with the way you were treated by the police officers and staff who dealt with you?

All surveys are conducted in accordance with Home Office guidance, a copy of which can be found on their website

RECENT RESULTS

Summary of Results since March 2010 (using data for the 12 months immediately prior)

		Whole Experience	Ease of Contact	Police Actions	Kept Informed	Treatment
Mar-2010	Number at least fairly satisfied	1,342	1,069	1,274	1,199	1,541
	Number of respondents	1,634	1,114	1,624	1,607	1,636
Mar-2011	Number at least fairly satisfied	1,378	1,123	1,317	1,289	1,544
	Number of respondents	1,661	1,172	1,650	1,643	1,661
Sep-2011	Number at least fairly satisfied	1,542	1,213	1,442	1,498	1,697
	Number of respondents	1,808	1,271	1,793	1,791	1,809

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% Victim satisfaction by aspect since March 2010

