



**Lancashire
Constabulary**
police and communities together

REPORT TO :	STRATEGIC SCRUTINY MEETING
REPORT BY:	RYAN BRETHERTON
TITLE:	PERFORMANCE REPORT

1. Summary

- 1.1 This report sets out the performance of the Constabulary to 29 February 2016.
- 1.2 'In Year Performance' refers to the 12 month period March 2015 to February 2016.
- 1.3 'Previous 12 Month Period' refers to the 12 month period March 2014 to February 2015.
- 1.4 'Position as at March 2015' refers to the 12 month period April 2014 to March 2015.

2. Decision Required

- 2.1 The Commissioner is requested to review the report and make comments as appropriate.

3. Information

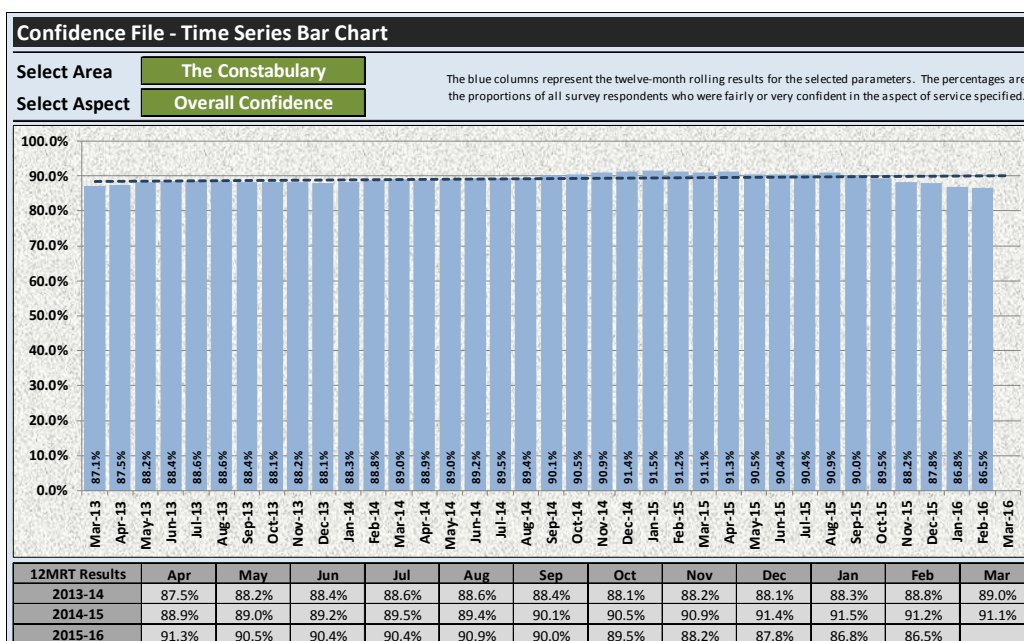
- 3.1 This report advises the Commissioner of the performance of the Constabulary as against the performance indicators he has agreed with the Constabulary and which are reported to the Police and Crime Panel.
- 3.2 Appendix A of this report sets out the performance of Constabulary to 29 February 2016 on performance measures created under each Police and Crime Plan priority.

4. Defending Frontline Policing

a) **Public Confidence**

- (i) The public confidence survey respondents are identified purely by random digit dialling and may or may not have had any personal experience of police service. We survey 50 respondents per month.
- (ii) For the 'In Year Performance Period' versus the 'previous 12 Month Period' public confidence stands at 86.5% and is down by 4.7%. Comparing the 'In Year Performance Period' versus the 'Position as at March 2015' public confidence is down by 4.6% from 91.1% to 86.5%.
- (iii) Over the last two years the proportion of respondents that are at least fairly confident in the Lancashire Constabulary had been slowly increasing, however, from October 2015 results have been below 90% and have now declined to 86.5% for the 'In Year Performance' period (As can be seen in Figure 1). This has been at a time that the Chief Constable and the Commissioner have been extremely proactive in response to the Police Funding Formula and austerity measures which were identified as having a potentially serious impact on the Constabulary's financial position.
- (iv) We're currently in the process of undertaking a more detailed analysis of the survey results to identify themes and demographics so that Media & Engagement can look at how we can engage with the people of Lancashire to increase their confidence.
- (v) The Outcomes Delivery Plan and Engagement Strategy that have been implemented should assist with the process of working towards increasing public confidence.

Figure 1



b) Response Times to answer 999 and 101 Calls

(i) It is pleasing to see that performance of both these measures are up in the 'In Year Performance' period when compared to both the 'Previous 12 Month Period' (999: Up 10.2%, 101: Up 16.0%) and 'Position as at March 2015' (999: Up 8.7%, 101: Up 14.8%).

(ii) The table below shows the trend for 999 performance from April 2015:

999	Offered	Achieved	Service Level	Average Speed to Answer	Abandonment Rate
APR	16,120	14,070	87.3%	4.7	0.5%
MAY	16,637	14,882	89.5%	4.1	0.7%
JUN	16,758	14,749	88.0%	4.3	0.8%
JUL	16,983	14,885	87.6%	4.6	0.5%
AUG	18,933	16,754	88.5%	4.2	0.8%
SEP	16,374	14,194	86.7%	4.8	0.5%
OCT	17,237	15,483	89.8%	4.0	0.4%
NOV	16,745	14,761	88.2%	4.2	0.4%
DEC	17,984	15,721	87.4%	4.4	0.5%
JAN	15,009	13,813	92.0%	3.3	0.5%
FEB	14,918	13,235	88.7%	4.4	0.9%

(iii) The table below for non-emergency (101) calls performance:

101	Offered	Achieved	Service Level	Average Speed to Answer	Abandonment Rate
APR	65,048	47,639	73.2%	34.1	10.6%
MAY	64,414	52,059	80.8%	23.6	7.4%
JUN	69,359	56,492	81.4%	22.9	7.4%
JUL	66,926	53,433	79.8%	27.0	8.0%
AUG	69,019	52,294	75.8%	29.3	9.2%
SEP	66,105	51,767	78.3%	28.7	8.5%
OCT	67,880	53,476	78.8%	26.7	8.1%
NOV	63,380	51,772	81.7%	23.3	7.3%
DEC	63,502	48,406	76.2%	35.7	11.4%
JAN	57,724	50,136	86.9%	15.8	4.5%
FEB	58,404	48,085	82.3%	21.1	6.1%

(iv) The trend of reduced abandonment rates has continued; the average time to answer calls for 999's has been consistently below 5 seconds and below 40 seconds for non-emergency 101 calls.

(v) Hoax callers are now subject to investigation with the Communications Data Investigation Unit – CDIU (Operation Iris). Operation Iris is now in place – this is where we not only apply the 8 hour blocks to hoax callers we also now follow them up with the CDIU with a view to prosecution. We are still in the evidence gathering phase of Operation Iris – results will be reported back in the next scrutiny meeting.

- (vi) Switchboard staffing has been maintained into the New Year. The switchboard remains within the Force Control Room and a review of demand by the Futures team will commence in April to assess the impact of the Initial Investigation Unit and the effect on overall call-handling times.
- (vii) Customer Contact Advisor (CCA) recruitment is on-going as 7 CCA's have been successful in the recent Police Officer recruitment. A new recruit course for CCA's will commence in May and this will compensate for the loss of 7 staff to the Police Officer recruitment.
- (viii) Contact management attendance shows a reduction in sickness absence, an average of 14.22 working days was lost per person in 2014/15 compared to an average of 10.98 working days in 2015/16.
- (ix) Freda reviews are on-going to ensure rotas meet demand.

c) Total Calls Offered

- (i) It is noted that whilst performance has increased in the 'In Year Performance' period, the number of calls has in fact decreased. This may be consistent with the ability to engage with the Constabulary through other mediums.
- (ii) As we become more efficient with our call answering in Contact Management we in turn reduce the number of re-contacts made by members of the public. Also, there are demand reduction measures in place e.g. Online Reporting and Social Media Engagement which have recently increased and in turn reduced calls into Contact Management.
- (iii) Major Incident – Flooding in Lancashire Boxing Day 2015. The serious flooding on Boxing Day caused a significant spike in demand (New Year's Eve level demand) on all contact with the Constabulary. This ran on for the course of the week leading up to New Year's Eve when the Gold Command was stood down. This will account for the increased abandonment rate (11.4%) for 101 calls in December 2015.
- (iv) New Year's Eve – For the busiest night in the Policing calendar our average speed to answer 999 calls was 11.9 seconds and our average speed to answer 101 calls was 29 seconds.

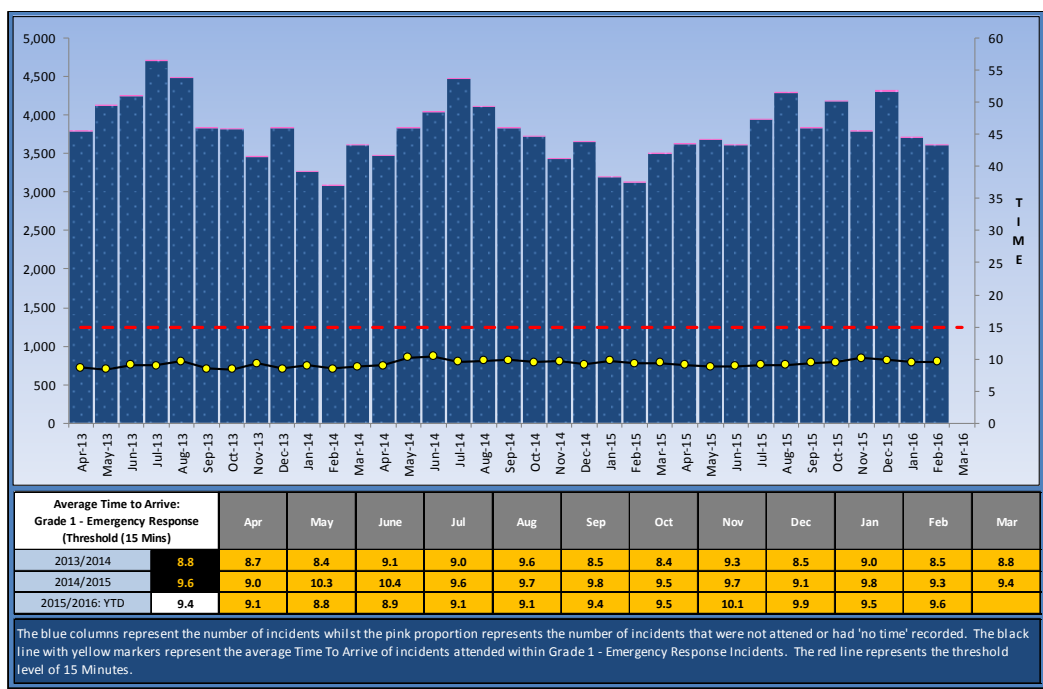
d) Call to Log Ratio

- (i) The ratio of calls to logs has increased and this could be attributable to the training of Contact Management staff in relation to quality assurance processes.
- (ii) In the past 9 months Contact Management has conducted quality assurance audits in relation to the call to log ratio. These audits highlighted areas of concern where incidents should have been recorded. This has been disseminated throughout Contact Management and coupled with the reduction in re-contacts this will continue to have a positive impact on the calls to log ratio.

e) Grade 1 – Emergency Response – Average Time To Arrive

- (i) The ‘Average Time To Arrive’ is the average time in minutes that it takes to attend a Grade 1 – Emergency Response incident. The aim of The Constabulary is to attend to Grade 1 incidents within 15 minutes
- (ii) The ‘In Year Performance’ versus the ‘Previous 12 Month Period’ shows the average time to arrive has reduced by 0.2 minutes from 9.6 minutes to 9.4 minutes.
- (iii) The Constabulary are consistently below the 15 minute threshold (as can be seen in Figure 2)

Figure 2



f) Number of Police Officers/PCSO's/Specials and Cadets

- (i) Two reports in relation to Citizens in Policing and Human Resources were previously supplied at the Strategic Scrutiny meeting on 12th January 2016. The report detailed Police Officer, Police Community Support Officer (PCSO's), Special Constable and Cadet numbers and showed current and future positions.
- (ii) There are no additional reports for this Strategic Scrutiny meeting, however, the current numbers in relation to headcounts and full time equivalent (FTE) posts are detailed at points (iii) to (vii). The figures are a snapshot of the position at the end of the February 2016 and not the sum of Police Officers employed throughout i.e. for the 'In Year Performance' it is the number of Police Officers employed as at 29th February 2016.
- (iii) For Police Officers, the 'In Year Performance' versus the 'Previous 12 Month Period' is down 1.4% (40 officers) based on head count. The Full Time Equivalent (FTE) is down 1.6% (45.63 officers).

- (iv) For PCSO's, the 'In Year Performance' versus the 'Previous 12 Month Period' is up 1.2% (4 PCSO's) based on head count. The Full Time Equivalent (FTE) is down 4.0% (12.51 PCSO's).
- (v) For Special Constables, the 'In Year Performance' versus the 'Previous 12 Month Period' is up 26.2% (101 Special Constables) based on head count. This is in line with the step up model.
- (vi) For Cadets, the 'In Year Performance' versus the 'Previous 12 Month Period' is down 7.3% (33 Cadets) based on head count.

5. Protect Vulnerable People

a) Recorded number of Domestic Abuse Referrals

- (i) A detailed update on domestic abuse was presented by Detective Chief Superintendent Giles and Detective Superintendent Sue Clarke at the recent exceptional Scrutiny meeting in relation to the vulnerability strategy.
- (ii) The referral numbers have reduced in the 'In Year Performance' period by 8.8% when compared to the 'Previous 12 Month Period'.
- (iii) On average over the 'In Year Performance' period:
 - 15.7% of Domestic Abuse Referrals had a 'High Risk' level. This is an increase of 4.7% on the average in the 'Previous 12 Month Period' (11.0%).
 - 32.2% had a 'Medium Risk' level. This is an increase of 1.7% on the average in the 'Previous 12 Month Period' (30.4%).
 - 52.1% had a 'Standard Risk' level. This is a reduction of 6.4% on the average in the 'Previous 12 Month Period' (58.5%).
- (iv) As detailed at the previous Strategic Scrutiny meeting on the 14th January 2016. The Constabulary is still part way through a piece of work with Domestic Abuse services across Lancashire to establish if they are seeing a reduction in calls for service. This will then enable an assessment of whether the reduction in recorded incidents and crimes is also reflected out in the community. In addition, we are holding 2 events on the 1st and 7th April 2016 in relation to developing the Multi Agency Safeguarding Hub (MASH) phase 2 model. These are multi-agency events for both practitioners and managers using MASH.

b) All Sexual Offences/Sexual Offences on Children under 16

- (i) An update in relation to the increase in sexual offences has previously been provided to the Commissioner and the Constabulary Rape profile was subsequently shared with the Commissioner's Office. When comparing the 'In Year Performance' period against the 'Previous 12 Month Period' it is evident the increase in all sexual offences (33.2%) is mirrored by a similar increase in rape offences reported (29.4%). This is also a trend at national level.
- (ii) High profile cases receiving significant public attention and an increased confidence to report offences including non-recent offences have led to this increase.

- (iii) Detective Superintendent Andy Murphy has completed a report titled 'Overview of Rape in Lancashire' and this was submitted at the Strategic Management Board on 26th February 2016.

6. Tackling Crime and Reducing Re-Offending

a) Number of Crimes Recorded

- (i) The 'In Year Performance' versus the 'Previous 12 Month Period' shows an increase of 3,880 crimes (4.2%). The forecast for 2015/16 compared with the 3-Year Mean (10-11 to 12-13) amounts to a reduction of 0.2%.
- (ii) The main crime categories which have predominately contributed to the increase at Force level are in the following:
- Violence Against the Person – Up 4,544 crimes (21.6%)
 - Violence WITH Injury - Up 1,677 crimes (15.5%)
 - Violence WITHOUT Injury – Up 2,874 crimes (28.2%)
 - Harassment – Up 1,045 crimes (59.7%)

As detailed at the previous Strategic Scrutiny meeting on 14th January 2016 one of the most notable exceptions is in relation to Harassment with increases since October 2015 (74.6%) to January 2016 (168.0%) when compared to the same month in the previous year. This increase can be explained by the introduction of a new sub category within Harassment (8/72 Malicious Communications) which was previously a non-recordable crime. This was introduced in April 2015, however, the subsequent introduction of the Initial Investigation Unit has led to more accurate recording of this offence due to the staff having a better understanding of the Home Office Counting Rules for Recorded Crime and the ability to input the crime at initial point of contact.

b) Number of Anti-Social Behaviour Incidents

- (i) The number of Anti-Social Behaviour (ASB) incidents show a small reduction in the 'In Year Performance' compared to the 'Previous 12 Month Period' (down 0.1%) and an increase (0.1%) versus the 'Position as at March 2015'.
- (ii) ASB incidents continue to clearly display the expected seasonality, with peaks in the summer and low points in the winter.

c) Number of Business Crimes

- (i) The business crime category includes business robbery, shoplifting and making off without payment.
- (ii) Business crime has seen a year on year reduction of 1.9% (180 crimes), but is fairly static and has been in the long term trend.
- (iii) Shoplifting accounts for approximately 84% of Business crime. This has seen a reduction of 4.0% when comparing the 'In Year Performance' to the 'previous 12 Month Period'.

7. Champion the Rights of Victims

a) User Satisfaction

- (i) At present, the User Satisfaction survey is undertaken by Social and Market Strategic Research (SMSR) Ltd, independent of the Constabulary. The Home Office mandates certain surveys be conducted by Police Forces, these are Burglary, Vehicle Crime, Violent Crime and Racist incidents.
- (ii) The satisfaction levels reported by the Constabulary are a weighted combination of four areas; Domestic Burglary, Vehicle Crime, Violent Crime and Road Traffic Collisions.
- (iii) Eight satisfaction questions are put to survey respondents, of which the one in relation to 'whole experience' is last, as you would expect. The first 3 questions 'ease of contact', 'call handling' and 'time to arrive' are concerned with what happens before the Police actually deal with the incident.
- (iv) The next 4 satisfaction questions ask about various aspects of how the Police dealt with the incident. They are concerned with:
- The actions the police take to deal with the incident (Police actions)
 - The nature and quality of any investigation (Investigations)
 - The extent to which the police keep victims informed of further developments (Follow up)
 - The way the police behave when dealing with the victim (Treatment)
- (i) Each of these questions is preceded by a series of diagnostic questions designed to give the respondent an opportunity to remember and consider what actually happened before they are asked about their level of satisfaction. Thereafter, the responder is asked how satisfied they were with the whole experience.
- (ii) In order to give an explanation of the 'In Year Performance' period, the table below shows the percentage satisfied across each question for the four groups combined (Burglary, Vehicle Crime, Violent Crime and Collisions) and each user-group.

Four Groups:

Aspect of Question	12 Months Ending February 2016
Ease of Contact	97.4%
Call Handling	97.6%
Time to Arrive	90.4%
Actions	82.7%
Investigation	75.7%
Follow Up	71.9%
Treatment	94.2%
Whole Experience	81.8%

Burglary:

Aspect of Question	12 Months Ending February 2016
Ease of Contact	97.1%
Call Handling	98.5%
Time to Arrive	92.5%
Actions	87.4%
Investigation	78.1%
Follow Up	72.4%
Treatment	96.7%
Whole Experience	84.0%

Vehicle Crime:

Aspect of Question	12 Months Ending February 2016
Ease of Contact	96.7%
Call Handling	97.5%
Time to Arrive	86.0%
Actions	74.4%
Investigation	62.9%
Follow Up	61.1%
Treatment	94.3%
Whole Experience	75.5%

Violent Crime:

Aspect of Question	12 Months Ending February 2016
Ease of Contact	97.0%
Call Handling	97.3%
Time to Arrive	88.6%
Actions	78.1%
Investigation	76.1%
Follow Up	72.8%
Treatment	91.3%
Whole Experience	77.1%

Collisions:

Aspect of Question	12 Months Ending February 2016
Ease of Contact	98.7%
Call Handling	97.0%
Time to Arrive	94.4%
Actions	90.8%
Investigation	85.8%
Follow Up	81.3%
Treatment	94.5%
Whole Experience	90.8%

- (iii) It is evident from the above that satisfaction levels are lowest in the aspects of 'Investigation' and 'Follow Up'.
- (iv) For the 'In Year Performance' period the sample of 3,351 surveys was reviewed and it identified that it consisted of the following crime types:
- Burglary 24.8%
 - Vehicle Crime 32.5%
 - Violent Crime 35.6%
 - Road Traffic Collisions 7.2%
- (v) Out of these crime types, it is possible to identify that the least satisfied group surveyed (Vehicle Crime at 75.5%) and the largest reduction in satisfaction experienced is those subject to Violent Crime (reduction of 2.7% from 79.8% to 77.1%).
- (vi) The User Satisfaction Delivery Plan (Appendix B) developed by ACC Bates focuses on improving user satisfaction. The plan is still in its early stages and due to the Home Office guidance around the dates respondents can be surveyed we do not anticipate that we will see potential improvements until a later date.
- (vii) ACC Bates has taken a proactive approach and led at numerous meetings including Strategic and Tactical Management Boards to highlight the areas which were detailed at the last Strategic Scrutiny meeting on 14th January 2016.

8. Implications

8.1 There are no implications

9. Links to Police & Crime Plan

9.1 The performance measures identified link across to the Police and Crime Plan priorities as described.

10. Reasons why Restricted

10.1 N/A

11. Background Documents

11.1 None.

12. Contact for Further Information

12.1 Ryan Bretherton – Satisfaction & Analysis Manager, Corporate Development
Tel. 413985

APPENDIX A

Priority	Measure	Previous 12 Month Period (March 14 - February 15)	In Year Performance Versus 12 Month Ending Feb-15	In Year Performance (March 15 - February 16)	In Year Performance Versus 12 Month Ending Mar-15	Position as at March 2015 (April 14 - March 15)
Defend Frontline Policing	Public Confidence	91.2%	Down 4.7%	86.5%	Down 4.6%	91.1%
	Response times to answer 999 Calls	78.2%	Up 10.2%	88.4%	Up 8.7%	79.7%
	Response times answer 101 Calls	62.5%	Up 16.0%	78.5%	Up 14.8%	63.7%
	Notes:					
	The Public Confidence Survey is a monthly telephone survey. The survey is a survey of 600 randomly selected people and is undertaken independent of the Constabulary by SMSR.					
	999 Target Response is 90% in 10 Seconds. The Year-to-Date performance for 2015/16 (April to February) is 88.49% with an average time to answer of 4.3 Seconds.					
	101 Target Response is 80% in 40 seconds. The Year-to-Date performance for 2015/16 (April to February) is 79.46% with an average time to answer of 27.3 Seconds.					
	Total Calls Offered: This is the total number of calls into Contact Management.					
	Calls to Log Ratio: This is the number of incidents recorded divided by the number of 'Calls Offered' expressed as a Percentage.					
	Staff Numbers: This is the number of Police Officers, PCSO's, Special Constables and Cadets are the totals at the end of the period stated and not a 12 monthly total.					
Total Calls Offered	1,097,648	Down 10.8% (118,043 Calls)	979,605	Down 9.1% (97,957 Calls)	1,077,562	
Calls to log ratio	47.1%	Up 7.3%	54.4%	Up 6.5%	47.9%	
Grade 1 - Emergency Response Average Time to Arrive	9.6 Minutes	Down 0.2 Minutes	9.4 Minutes	Down 0.2 Minutes	9.6 Minutes	
Number of Police Officers	2,955 (Headcount) 2,901.14 (FTE)	Down 1.4% (40 Officers) Down 1.6% (45.63 Officers)	2,915 (Headcount) 2,855.51 (FTE)	Down 1.0% (28 Officers) Down 1.2% (33.83 Officers)	2,943 (Headcount) 2,889.34 (FTE)	
Number of PCSOs	325 (Headcount) 309.58 (FTE)	Up 1.2% (4 PCSO's) Down 4.0% (12.51 PCSO's)	329 (Headcount) 297.07 (FTE)	Down 10.1% (37 PCSO's) Down 10.0% (32.86 PCSO's)	366 (Headcount) 329.93 (FTE)	
Number of Special Constables	386	Up 26.2% (101 Special Constables)	487	Up 32.7% (120 Special Constables)	367	
Number of Cadets	450	Down 7.3% (33 Cadets)	417	Down 7.3% (33 Cadets)	450	

Protect Vulnerable People	Recorded Number of Domestic Abuse Referrals	26,466	Down 8.8% (2,330 Referrals)	24,136	Down 7.3% (1,907 Referrals)	26,043
	All Sexual Offences	1,962	Up 33.2% (652 Crimes)	2,614	Up 30.3% (608 Crimes)	2,006
	Sexual Offences on Children Under 16	978	Up 36.3% (355 Crimes)	1,333	Up 33.2% (332 Crimes)	1,001
Tackling Crime & Reducing Re-Offending	Number of Crimes Recorded	92,770	Up 4.2% (3,880 Crimes)	96,650	Up 4.3% (4,021 Crimes)	92,629
	Number of Anti-Social Behaviour Incidents	76,498	Down 0.1% (80 Incidents)	76,418	Up 0.1% (100 Incidents)	76,318
	Number of Business Crimes	9,417	Down 1.9% (180 Crimes)	9,237	Down 1.6% (153 Crimes)	9,390
Champion the Rights of Victims	User Satisfaction	82.7%	Down 0.9%	81.8%	Down 0.7%	82.5%
	Restorative Justice Referrals and Outcomes	To Be Completed by Ian Dickinson		To Be Completed by Ian Dickinson		To Be Completed by Ian Dickinson
<p>Notes:</p> <p>The User Satisfaction Survey is a monthly telephone survey that monitors satisfaction from victims of crime. The survey is a Home Office requirement and the data informs service improvements locally. The Constabulary survey victims of: domestic burglary, violent crime, vehicle crime, and racist incidents and measure satisfaction through the different stages of service:</p> <ul style="list-style-type: none"> • Initial contact • Actions taken • Follow-up • Treatment • Whole experience <p>Business Crime: The figure for 'Business Crime' is the sum of the following Home Office Classifications within the Home Office Counting Rules for Recorded Crime:</p> <ul style="list-style-type: none"> • Robbery Business • Shoplifting • Making Off Without Payment 						



User Satisfaction Delivery Plan 2016/17

Updated: 15.02.16

	SPECIFIC IMPROVEMENT REQUIRED	OWNER & TIMESCALES	Status Update
1	To establish governance arrangements at BCU level with an identical agenda in order to develop best practice and stronger performance on the following key issue: <ul style="list-style-type: none"> User satisfaction 	Ops Supts	<ul style="list-style-type: none"> Wed 03/02/16 Ops Supts meeting Fri 12/02/16 Pre TMB review w/c 15/02/16 action plan circulated with request to propose standardised approach/agenda
2	The user satisfaction work of the boards will aim to link performance with key HR and PSD data to examine at individual and team levels key issues to be tackled.	Supt Dawson	Action with Adam Clayton to develop product to overlay this data – Power BI development of data – then to complete an analysis of first data sets.
3	Time series chart for team across IR/NHP/Investigation of satisfaction results over time including key interaction dates and results.	Supt Dawson	Ryan Bretherton/Adam Clayton tasked
4	Survey bureau now in operation in house. Pathways for satisfied/dissatisfied information to be confirmed. A clear operational flow needs to be established for positive/negative responses, including marking service as 'outstanding': <ul style="list-style-type: none"> Requiring QA/deployment to Contact Mgmt Requiring follow up/learning/management 	CI Mills	

	<p>intervention</p> <ul style="list-style-type: none"> • Requiring reward and recognition • Daily risk and threat agenda should include any update from survey bureau for expeditious intervention 		
5	Daily risk and threat meetings need to task team Sgt ring backs, and DRI accountability of same. Entry needs to be made on vicman (key word usage of 'ringback') aiming for the optimum 7 day time frame for dip sampling	ACC Bates/ Ops Supts	To be monitored via QoS board?
6	Analytical work to search for 'ringback' on vicmans to feed information into divisional quality boards for BCU action regarding supervision	Supt Dawson	
7	Divisions to update with action taken around officers on PIU plans, where they sit in the satisfaction/outcome data and what on-going action is planned.	Ops Supts	03/02/16 – Supts requested to be in cognisant of their top 10 people/teams for good and poor satisfaction in order to inform/lead to targeted work for survey bureau for certain teams/areas/crimes
8	To examine the local and Force level reward and recognition approaches to enhance and celebrate delivery of quality of service.	Supt Dawson	Awards paper being developed by media and engagement (Liz Riding)
9	Integrate the quality of service board learning into force supervisory and street skills training modules.	T/Insp Gareth Stubbs & Victor Robinson	
10	Electronic calling cards – Samsung devices – consider evaluating the incoming and outgoing call data from devices and feed this into quality boards for comparison to satisfaction data?	T/Insp Dave Hannan	Samsung data to show usage – considered removing edit field on internal telephone directory
11	Scoping the volunteer teams for ring backs – potentially to be embedded in NHP as part of the PCSO revisit process	Supt Dawson/Ops Supts	Proposal written by C/Insp Mills and circulated to Ops Supts
12	Officers (via buzz) raising personal security concerns about leaving their names and details	ACC Bates	Discussion required with Federation and comment required on Buzz

	with members of the public rather than only their collar/warrant number		
13	Develop the survey, process and policy around DA surveying to enable us to provide the data as requested by NPCC.	CI Mills	
14	Develop ITK or Northgate solution to 'manage my crime' victim journey	Supt Platt	Project Board developing this approach
15	Produce satisfaction delivery slides for appropriate scrutiny at TMB/SMB/Strategic Scrutiny	Supt Dawson	
16	Build into the initial victim contact an option to establish preferences for method of contact. Scope the value of this at initial log stage/crime/crime report.	Supt Dawson	As part of the futures work in Comms/IIU – question sets are being reviewed
17	Actual usage of/interaction with satisfaction products, namely "Team and Individual Satisfaction file" to be monitored	C/Insp Mills	Data to be obtained to show which supervisors are using/accessing the products and circulate this information to Ops Supts