

User Satisfaction

To exceed an 86% level of victims who are satisfied with the overall service provided by the police.

<u>12 Months to October 2009</u>	Domestic Burglary (86%)	Vehicle Crime (86%)	Violence (86%)	RTC (86%)	Total (86%)
East & Mid Devon LPA	93.9%	82.8%	81.4%	78.2%	84.1%
Exeter LPA	85.0%	78.1%	86.7%	91.7%	85.4%
Northern Devon LPA	91.4%	90.0%	87.7%	87.5%	89.2%
South Hams & West Devon LPA	100.0%	73.9%	94.7%	80.0%	87.2%
Teignbridge LPA	84.2%	77.8%	86.7%	88.1%	84.2%
Torbay LPA	82.5%	76.2%	74.5%	93.3%	81.6%
Devon BCU	88.5%	79.2%	84.5%	85.6%	84.4%

The Devon BCU is currently achieving 84.4% satisfaction, which is within tolerance levels of the 86% target. The current main area of concern (by crime) is vehicle crime.

<u>12 Months to October 2009</u>	Ease of Contact (94%)	Action Taken (86%)	Follow Up (75%)	Treatment (93%)	Whole Experience (86%)
East & Mid Devon LPA	95.9%	81.0%	77.4%	96.3%	84.1%
Exeter LPA	99.1%	80.8%	78.0%	96.1%	85.4%
Northern Devon LPA	95.5%	82.2%	75.4%	96.1%	89.2%
South Hams & West Devon LPA	91.4%	82.6%	73.2%	96.9%	87.2%
Teignbridge LPA	92.6%	82.4%	73.2%	97.5%	84.2%
Torbay LPA	97.3%	78.0%	68.6%	95.6%	81.6%
Devon BCU	95.8%	80.8%	73.6%	95.9%	84.4%

Current / Shared Issues



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SHSP Action Recommended

To consider the confidence agenda in all communications, marketing and media work of each organisation making up the LSP. For SHSP to ensure that key messages linked to confidence are 'woven' into any communications sent on behalf of the LSP