

Victim Satisfaction Data

This data fulfils the requirements of the Hampshire Police Authority as far as victim satisfaction is concerned. The target question used incorporates the Whole Experience as a basis for the results, which includes all those completely or very satisfied with the service. This includes ALL the crime/incident types that we have surveyed over the last 12 months. Each of the four tables concentrates on a protected characteristic. These are the only ones for which we are able to provide information.

Each table gives the percentage for ALL respondents first, and then separates the data into the appropriate categories. For example, with age-groups, you will see that by including all age-groups, 67% are completely and very satisfied. However, when age-groups are disaggregated, then it is clear that satisfaction increases incrementally by age, with 16-24 year-olds being the least satisfied at 62% and those 75 and above being most satisfied at 92%.

'Taking the whole experience into account, are you satisfied, dissatisfied or neither with the service provided by the police in this case?'

(Completely and Very satisfied - focus on AGE)

Disability	Gender	Ethnicity	Age	Date	Force wide	
All	All	All	16+	Dec 2010 - Nov 2011	67%	(4091 out of 6074)
All	All	All	16-24	Dec 2010 - Nov 2011	62%	(899 out of 1439)
All	All	All	25-34	Dec 2010 - Nov 2011	63%	(709 out of 1125)
All	All	All	35-44	Dec 2010 - Nov 2011	67%	(783 out of 1170)
All	All	All	45-54	Dec 2010 - Nov 2011	68%	(768 out of 1123)
All	All	All	55-64	Dec 2010 - Nov 2011	72%	(499 out of 692)
All	All	All	65-74	Dec 2010 - Nov 2011	78%	(276 out of 354)
All	All	All	75+	Dec 2010 - Nov 2011	92%	(157 out of 171)

(Completely and Very satisfied - focus on ETHNICITY)

Disability	Gender	Ethnicity	Age	Date	Force wide	
All	All	All	16+	Dec 2010 - Nov 2011	67%	(4091 out of 6074)
All	All	White British	16+	Dec 2010 - Nov 2011	68%	(3820 out of 5581)
All	All	BME	16+	Dec 2010 - Nov 2011	55%	(271 out of 493)

(Completely and Very satisfied - focus on GENDER)

Disability	Gender	Ethnicity	Age	Date	Force wide
All	All	All	16+	Dec 2010 - Nov 2011	67% (4091 out of 6074)
All	Female	All	16+	Dec 2010 - Nov 2011	71% (1709 out of 2418)
All	Male	All	16+	Dec 2010 - Nov 2011	65% (2382 out of 3656)

(Completely and Very satisfied - focus on DISABILITY)

Disability	Gender	Ethnicity	Age	Date	Force wide
All	All	All	16+	Dec 2010 - Nov 2011	67% (4116 out of 6112)
Yes	All	All	16+	Dec 2010 - Nov 2011	66% (413 out of 622)
No	All	All	16+	Dec 2010 - Nov 2011	67% (3703 out of 5490)