



Our Ref: 003731/20

Your Ref:

Address Correspondence to: Information Management

Date 12 November 2020

Freedom of Information Act 2000

I write further to your request for information received 09/11/2020.

I note you seek access to the following information:

I am interested in understanding how victim satisfaction levels vary by outcome type for cases dealt with by Leicestershire Constabulary. My interest is particularly around out of court disposal outcomes.

Please could you provide:

- 1. Details of the victim satisfaction survey methodology carried out by your force*
- 2. The results from your force's victim satisfaction surveys for the most recent 12 month period broken down by case outcome (e.g. charge, community resolution, caution, no further action)?*

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

Your request for information has now been considered and the information asked for is as follows: -

1. Leicestershire Police conduct victim satisfaction surveys via the telephone.
2. Below are the results for the last 12 months:

Outcome	Respondents	Satisfied
1: Charged	56	94.60%
1: Summoned/Postal Requisition	26	92.30%
10: Police - formal action not in the public interest	18	72.20%
11: Named suspect below age of criminal responsibility	3	100%
12: Named suspect too ill to prosecute	4	75%
14: Victim declines/unable to support action to identify offender	44	61.40%
15: CPS - named suspect, victim supports but evidential difficulties	6	66.70%
15: Police - named suspect, victim supports but evidential difficulties	65	60.90%
16: Victim declines/withdraws - named suspect identified	105	86.70%
17: Suspect identified but prosecution time limit expired	1	0%
18: Investigation complete but no suspect identified	313	75.70%

1A: Alternate offence charged	5	100%
1A: Alternate offence summonsed/postal requisition	2	100%
2: Adult caution	4	100%
20: Other body/agency has investigation primacy	14	85.70%
21: Police - named suspect, investigation not in the public interest	5	40%
22: Diversionary, educational or intervention activity, not in public interest to take further action	2	100%
4: TIC (taken into consideration)	1	100%
5: Offender has died	29	81.50%
8: Community resolution	2	50%

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely

Freedom of Information Officer
Leicestershire Police

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