

User Satisfaction Statistics

Each month, British Transport Police uses an external independent research agency, SPA Future Thinking, to conduct telephone interviews with victims of crime. This survey – known as the Police User Satisfaction Survey – is used by BTP to find out how satisfied victims are with our service.

You can see how well BTP is doing by following the links to our user satisfaction statistics. These show what victims of theft, vehicle, violent and racial crime think of BTPs performance at each stage of the victim process:

1. Ease of Contact – how easy was it to contact the police?
2. Action Taken – how satisfied were you with the action they took?
3. Follow Up – how well were you kept informed of progress?
4. Treatment – how were you treated by officers and staff?
5. Whole Experience – how satisfied were you with the overall service?

The statistics show BTPs performance on a yearly basis, starting in April 2007 and continuing up to the most recent month of surveying.

User Satisfaction Survey Results		12 months data				
		Apr 2007 – Mar 2008	Apr 2008 – Mar 2009	Apr 2009 – Mar 2010	Apr 2010 – Mar 2011	Apr 2011 - Jul 2011
Satisfaction of victims of theft, vehicle, violent and racial crime	Ease of contact	88	91	94	92	92
	Police actions	73	76	79	81	82
	Follow up	66	76	81	81	78
	Treatment	91	94	95	96	95
	Whole experience	80	80	87	86	86

User Satisfaction Survey Results		12 months data				
		Apr 2007 – Mar 2008	Apr 2008 – Mar 2009	Apr 2009 – Mar 2010	Apr 2010 – Mar 2011	Apr 2011 - Jul 2011
Satisfaction of victims of theft	Ease of contact	89	92	95	93	93
	Police actions	75	75	78	79	80
	Follow up	66	78	80	80	77
	Treatment	91	93	95	95	95
	Whole experience	83	80	87	85	83

User Satisfaction Survey Results		12 months data				
		Apr 2007 – Mar 2008	Apr 2008 – Mar 2009	Apr 2009 – Mar 2010	Apr 2010 – Mar 2011	Apr 2011 - Jul 2011
Satisfaction of victims of vehicle crime	Ease of contact	83	89	92	89	99
	Police actions	60	67	73	75	81
	Follow up	59	71	78	79	79
	Treatment	87	91	95	96	97
	Whole experience	67	73	84	83	90

User Satisfaction Survey Results		12 months data				
		Apr 2007 – Mar 2008	Apr 2008 – Mar 2009	Apr 2009 – Mar 2010	Apr 2010 – Mar 2011	Apr 2011 - Jul 2011
Satisfaction of victims of violent crime	Ease of contact	89	91	90	93	89
	Police actions	74	81	83	86	87
	Follow up	69	79	82	82	78
	Treatment	92	93	95	96	96
	Whole experience	80	83	89	90	89

User Satisfaction Survey Results		12 months data				
		Apr 2007 – Mar 2008	Apr 2008 – Mar 2009	Apr 2009 – Mar 2010	Apr 2010 – Mar 2011	Apr 2011 - Jul 2011
Satisfaction of victims of racial crime	Ease of contact	83	89	92	90	88
	Police actions	77	83	85	87	83
	Follow up	73	80	90	86	82
	Treatment	93	92	97	97	95
	Whole experience	81	86	89	92	88

User Satisfaction Survey Results		Apr 2010 –Mar 2011		Apr 2011 – Jul 2011	
		BME	White	BME	White
Satisfaction of victims of theft, vehicle, violent and racial crime	Ease of contact	92	93	90	93
	Police actions	80	82	80	83
	Follow up	80	81	75	79
	Treatment	95	96	96	95
	Whole experience	85	87	85	86

User Satisfaction Survey Results		Apr 2010 –Mar 2011		Apr 2011 – Jul 2011	
		BME	White	BME	White
Satisfaction of victims of theft	Ease of contact	91	93	90	93
	Police actions	74	80	77	80
	Follow up	77	81	75	78
	Treatment	95	95	97	94
	Whole experience	81	85	81	84

User Satisfaction Survey Results		Apr 2010 –Mar 2011		Apr 2011 – Jul 2011	
		BME	White	BME	White
Satisfaction of victims of vehicle crime	Ease of contact	78	90	100	99
	Police actions	56	77	100	81
	Follow up	68	80	86	79
	Treatment	86	97	100	96
	Whole experience	66	86	100	89

User Satisfaction Survey Results		Apr 2010 –Mar 2011		Apr 2011 – Jul 2011	
		BME	White	BME	White
Satisfaction of victims of violent crime	Ease of contact	95	93	90	90
	Police actions	85	87	79	90
	Follow up	83	82	69	81
	Treatment	96	96	96	96
	Whole experience	89	91	87	90

User Satisfaction Survey Results		Apr 2010 –Mar 2011		Apr 2011 – Jul 2011	
		BME	White	BME	White
Satisfaction of victims of racial crime	Ease of contact	92	85	87	91
	Police actions	88	84	83	83
	Follow up	86	88	83	79
	Treatment	97	95	94	96
	Whole experience	93	89	89	83