



## Changes in USS methodology & context

### Context

#### Home Office violence classification codes

In April 2008 the Home Office changed the classification codes for certain types of violent offences. This led to one of the codes used in USS sample selections being abandoned, and integrated in a number of different codes. Associated changes were seen in 2008-09 USS results within the violent crime group, where satisfaction levels fell slightly.

#### Road traffic collision inclusion:

The Home Office decided to remove the RTC user group from the survey mandate commencing financial year 2011-12. Rather than getting rid of the RTC sample completely and losing the views of this group of victims, the MPS have decided to keep sampling this group. However, to keep in line with the HO guidance the MPS now reports the RTC figures as a separate victim group.

### Methodology

#### Market research company changes:

The MPS has contracted out the fieldwork element of the USS for the duration of the project. For the majority of this time the contract was held by a single company, but this has changed during the financial year 2010-11. Between 2005-06 and the end of quarter 3 2010-11 the contract was held by Market Research UK (MRUK). However, since quarter 4 2010-11 the contract for fieldwork has passed to Opinion Research Services (ORS).

ORS are having greater success at interviewing non-English speakers and BME victims than MRUK managed in the past, and this may be one of the reasons for the lower levels of satisfaction that have been observed since the handover. A profile of the most recent quarter shows that ORS achieved a 60:40 split in terms of interviewing white and BME victims. This compares favourably to the 61:39 split for victims within USS groups as a whole within the MPS. When compared to the final quarter of data collection by MRUK, it can be seen that the interview split achieved was 70:30 for white and BME victims. ORS, therefore have achieved an extremely good sample that is reflective of the victim population. Data, both past and present, has shown us that BME and non-English speaking groups are more of a challenge for police interactions, and a higher proportion present within the sample is likely to be reflected in the overall score. It is the case, however, that increasing interviews with these groups has made the sample of victims we talk to more representative of victims in general, and provides a picture of satisfaction that is likely to be closer to that of London as a whole.

#### Road traffic collision sample:

From quarter 2 2008-09 the method of sample generation for the RTC group was changed so that it was more in line with the Home Office Guidance for Satisfaction Surveys. The changes meant that only police attended incidents where a slight personal injury had occurred were eligible to take part in the survey, and that any individuals where a prosecution had taken place or was still pending would be excluded. In addition, all interviews took place strictly within the 6-12 week window, after the accident.

This change in sample generation contributed to large increases in satisfaction levels for the RTC group.



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<b>Author:</b>	C096164	