### Title: Tri Borough: What are the Police doing to address victim satisfaction and the perception of crime in the Borough?

#### Report of the Operational Director – Enforcement Services

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<th>Open Report</th>
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<tr>
<td><strong>Wards Affected:</strong> None</td>
<td><strong>Key Decision:</strong> No</td>
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#### Accountable Strategic Leadership Director: Fiona Taylor, Director of Law and Governance

**Summary**

The Committee will hear the views of service providers who are working with victims of crime and the views of the Safer Neighbourhood Board (SNB) based on the information picked up via the ward panels.

The Committee will consider what information the service providers and SNB are hearing from their local areas in terms of:

- Why victim satisfaction in Barking and Dagenham is the lowest in the MPS?;
- The response from police for victims of crime;
- The support that victims of crime are getting; and
- Are their certain types of crime where victims feel they are less supported?

Representatives from the Metropolitan Police East Base Command Unit (BCU) will also be in attendance to address the Committee on work that they are undertaking in relation to victim satisfaction and the perception of crime, and respond to the points raised from the services providers and the SNB.

**Recommendation(s)**

The Overview and Scrutiny Committee is recommended to:

(i) Consider the issues raised by the Service Providers and the SNB; and  
(ii) Discuss with the Police the issues raised and hold them to account.

**Reason(s)**

Under the provisions of Section 19 of the Police and Justice Act 2006, the Overview and Scrutiny Committee shall act as the Crime and Disorder Committee.