**Research Project**

User satisfaction with police services

**Researcher: Hayley Kelly** Grampian Police  
  
            [**Hayley Kelly's profile...**](https://web.archive.org/web/20180107094833/http:/www.sipr.ac.uk/people/people-detail.php?ID=71)  
  
**Summary:**

Scottish Police forces are required to measure the level of user satisfaction with a number of elements of the police � public interaction. The Grampian Police Research Unit have conducted a comprehensive Quality of Service review in response to a number of methodological concerns raised with regards to the previous assessment process. The findings of this review led to the introduction of a new telephone survey methodology in Grampian that is providing more informative data to help drive improvements in the delivery of policing services. This work has been confined to a degree by the requirements of the Scottish Policing Performance Framework's (SPPF) satisfaction indicator. [**This paper**](https://web.archive.org/web/20180107094833/http:/www.sipr.ac.uk/downloads/Briefing7.pdf)describes how a recent analysis of the Grampian user satisfaction data has identified a few occasions where there has been a failure to meet the public's expectations. With this in mind, the author proposes a new approach to how we consider and carry out engagement with our communities that might provide for a less reactive and more collaborative approach to the delivery of local services. This requires a shift in emphasis towards the actual services we deliver rather than the resulting assessment of them.

**Publication:**  
  
[**SIPR Briefings No. 7: User satisfaction with police services**](https://web.archive.org/web/20180107094833/http:/www.sipr.ac.uk/downloads/Briefing7.pdf)