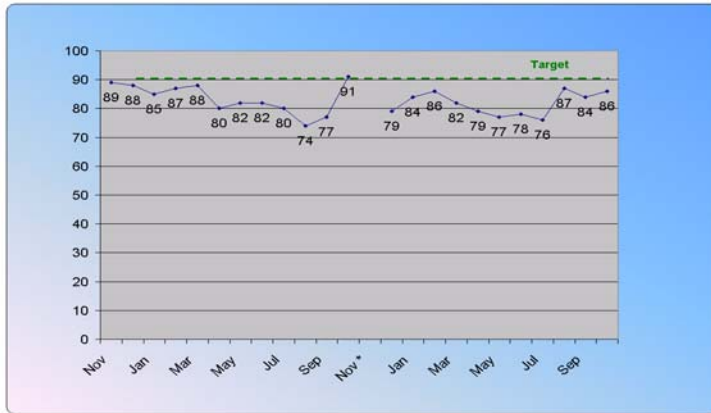


Tables 1 & 2

% Emergency calls answered within target time of 10 secs



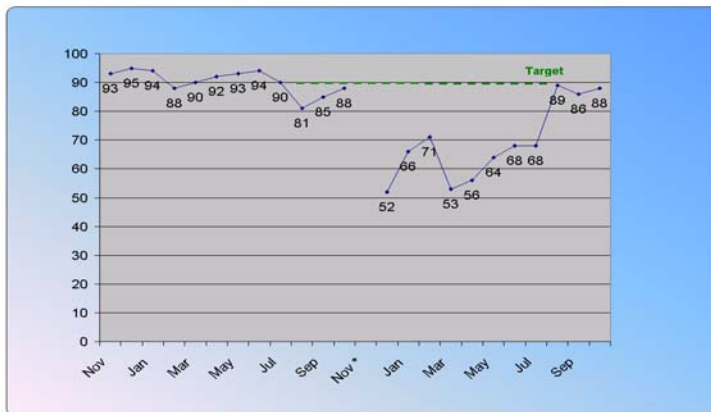
Source: Monthly Management Report - CCC

Year	Month	%
2005	Nov	89
2005	Dec	88
2006	Jan	85
2006	Feb	87
2006	Mar	88
2006	Apr	80
2006	May	82
2006	Jun	82
2006	Jul	80
2006	Aug	74
2006	Sep	77
2006	Oct	91
2006	Nov *	79
2006	Dec	84
2007	Jan	86
2007	Feb	82
2007	Mar	79
2007	Apr	77
2007	May	78
2007	Jun	76
2007	Jul	87
2007	Aug	84
2007	Sep	86
2007	Oct	86

Trend over last 9 mths



% Non-emergency calls answered within target time of 30 secs



Source: Monthly Management Report - CCC

Year	Month	%
2005	Nov	93
2005	Dec	95
2006	Jan	94
2006	Feb	88
2006	Mar	90
2006	Apr	92
2006	May	93
2006	Jun	94
2006	Jul	90
2006	Aug	81
2006	Sep	85
2006	Oct	88
2006	Nov *	52
2006	Dec	66
2007	Jan	71
2007	Feb	53
2007	Mar	56
2007	Apr	64
2007	May	68
2007	Jun	68
2007	Jul	89
2007	Aug	86
2007	Sep	88
2007	Oct	88

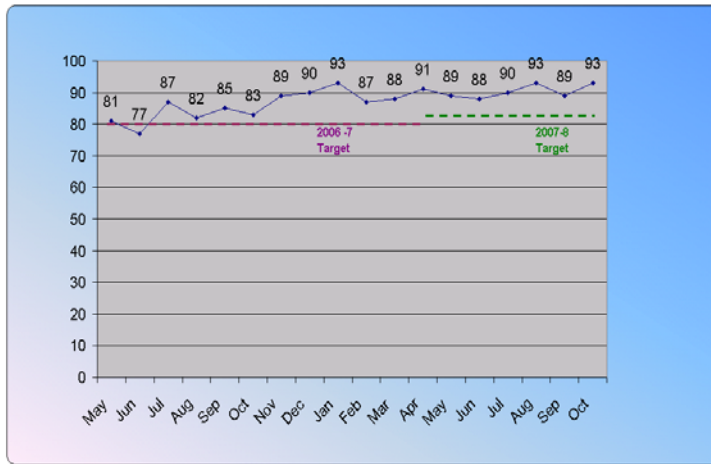
Trend over last 9 mths



* No data for this month

Tables 3 & 4

% generally satisfied callers (First Contact Survey)



Source: Monthly Management Report - CCC

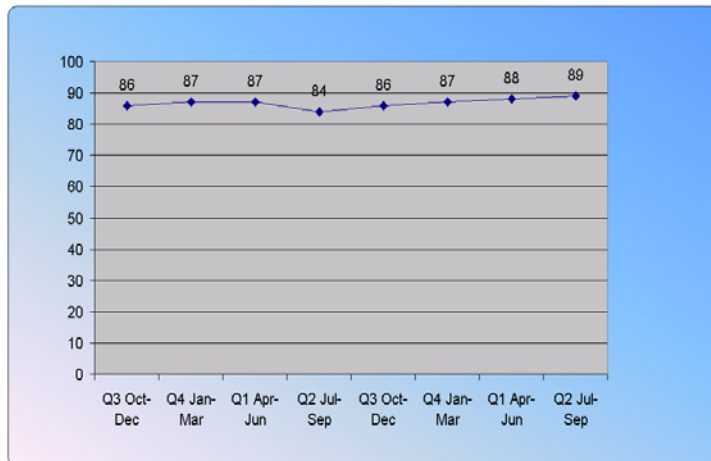
First Contact

Year	Month	%
2006	May	81
2006	Jun	77
2006	Jul	87
2006	Aug	82
2006	Sep	85
2006	Oct	83
2006	Nov	89
2006	Dec	90
2007	Jan	93
2007	Feb	87
2007	Mar	88
2007	Apr	91
2007	May	89
2007	Jun	88
2007	Jul	90
2007	Aug	93
2007	Sep	89
2007	Oct	93

Trend over 18 mths



% satisfied with ease of contact via 999 (CV Survey) SPI 1a



Source: Crime Victim Survey - Research & Survey Unit SMPD

CVS - SPI1a

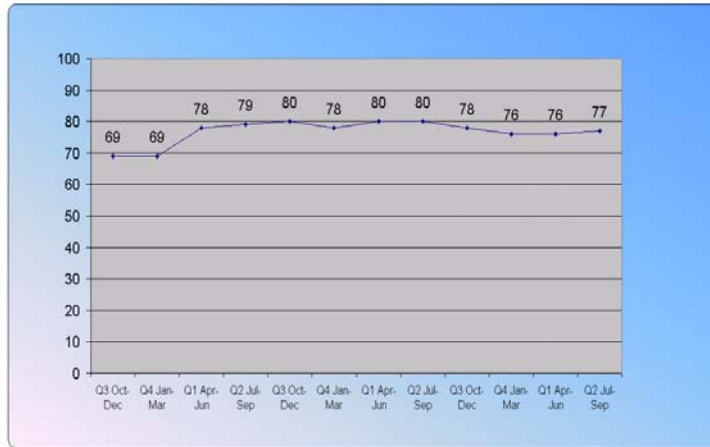
Year	Quarter	%
2005	Q3 Oct-Dec	86
2006	Q4 Jan-Mar	87
2006	Q1 Apr-Jun	87
2006	Q2 Jul-Sep	84
2006	Q3 Oct-Dec	86
2007	Q4 Jan-Mar	87
2007	Q1 Apr-Jun	88
2007	Q2 Jul-Sep	89

Trend over 12 mths



Tables 5 & 6

% satisfied with overall police service (CV Survey) - SPI 1e



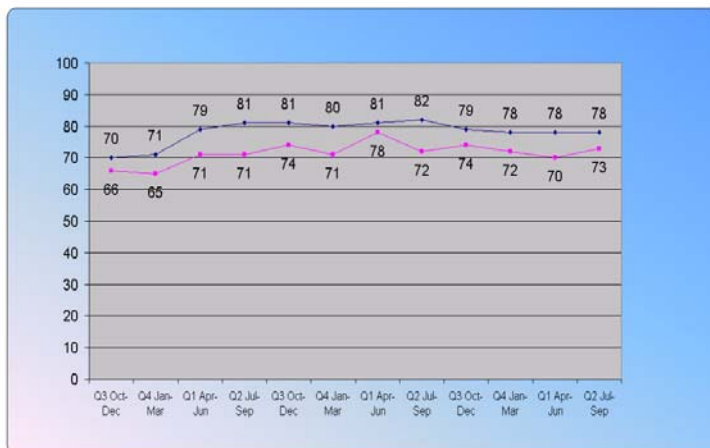
Source: Crime Victim Survey - Research & Survey Unit SMPD

CVS SPI 1e

	%
2004 Q3 Oct-Dec	69
2005 Q4 Jan-Mar	69
2005 Q1 Apr-Jun	78
2005 Q2 Jul-Sep	79
2005 Q3 Oct-Dec	80
2006 Q4 Jan-Mar	78
2006 Q1 Apr-Jun	80
2006 Q2 Jul-Sep	80
2006 Q3 Oct-Dec	78
2007 Q4 Jan-Mar	76
2007 Q1 Apr-Jun	76
2007 Q2 Jul-Sep	77

Trend over 36 mths

BME vs White Groups % satisfied with overall police service (CV Survey) - SPI 3b



Source: Crime Victim Survey - Research & Survey Unit SMPD

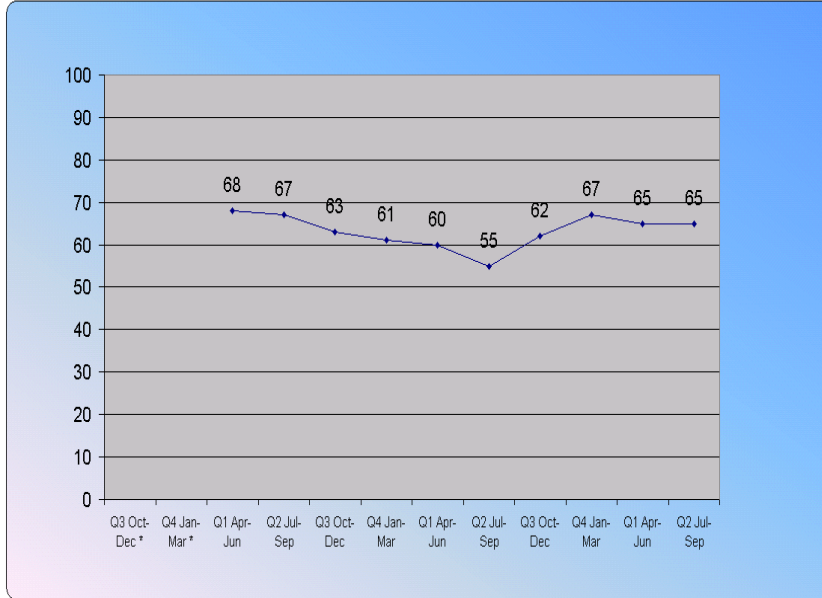
CVS SPI 3b

White	%	%	BME
2004 Q3 Oct-Dec	70	66	Q3 Oct-Dec 2004
2005 Q4 Jan-Mar	71	65	Q4 Jan-Mar 2005
2005 Q1 Apr-Jun	79	71	Q1 Apr-Jun 2005
2005 Q2 Jul-Sep	81	71	Q2 Jul-Sep 2005
2005 Q3 Oct-Dec	81	74	Q3 Oct-Dec 2005
2006 Q4 Jan-Mar	80	71	Q4 Jan-Mar 2006
2006 Q1 Apr-Jun	81	78	Q1 Apr-Jun 2006
2006 Q2 Jul-Sep	82	72	Q2 Jul-Sep 2006
2006 Q3 Oct-Dec	79	74	Q3 Oct-Dec 2006
2007 Q4 Jan-Mar	78	72	Q4 Jan-Mar 2007
2007 Q1 Apr-Jun	78	70	Q1 Apr-Jun 2007
2007 Q2 Jul-Sep	78	73	Q2 Jul-Sep 2007

Trend over 36 mths (White / BME gap)

Table 7


% satisfied that the police understand the issues that affect their community (PA Survey)



Source: Public Attitude Survey - Research & Survey Unit SMPD

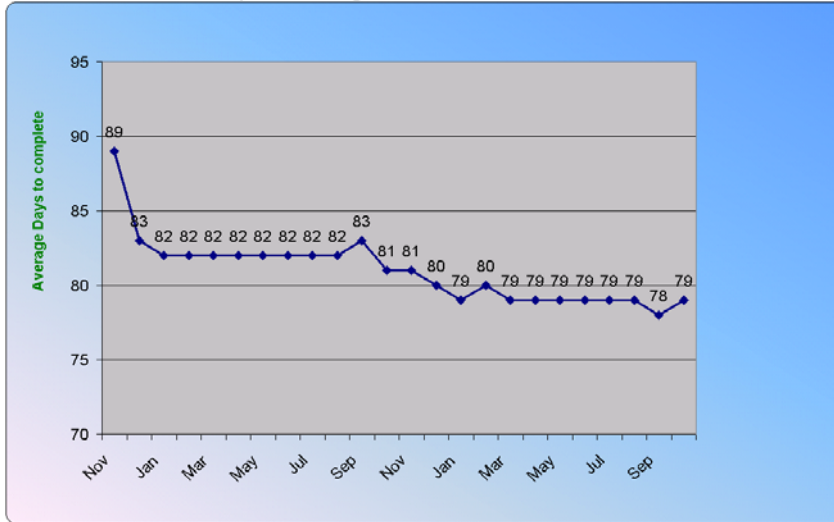
Q62e	%
2004 Q3 Oct-Dec *	
2005 Q4 Jan-Mar *	
2005 Q1 Apr-Jun	68
2005 Q2 Jul-Sep	67
2005 Q3 Oct-Dec	63
2006 Q4 Jan-Mar	61
2006 Q1 Apr-Jun	60
2006 Q2 Jul-Sep	55
2006 Q3 Oct-Dec	62
2007 Q4 Jan-Mar	67
2007 Q1 Apr-Jun	65
2007 Q2 Jul-Sep	65

* data unavailable

 Trend over 12 mths

Tables 8 & 9

Timeliness of Public Complaint Investigations



Source: Delivery Report - DPS

Year	Month	Days
2005	Nov	89
2005	Dec	83
2006	Jan	82
2006	Feb	82
2006	Mar	82
2006	Apr	82
2006	May	82
2006	Jun	82
2006	Jul	82
2006	Aug	82
2006	Sep	83
2006	Oct	81
2006	Nov	81
2006	Dec	80
2007	Jan	79
2007	Feb	80
2007	Mar	79
2007	Apr	79
2007	May	79
2007	Jun	79
2007	Jul	79
2007	Aug	79
2007	Sep	78
2007	Oct	79

Appeals Upheld / Not Upheld

Category	IPCC Decision	Nov 05 - Oct 06	Nov 06 - Oct 07
Non-Recording of a Complaint	Not Upheld	57	68
	Upheld	30	37
	Not Valid	0	0
Non-Recording of a Complaint Total		87	105
Local Resolution Process	Not Upheld	20	36
	Upheld	8	19
	Not Valid	0	0
Local Resolution Process Total		28	55
Outcome of a Police Investigation	Not Upheld	253	327
	Upheld	31	79
	Not Valid	0	1
Outcome of a Police Investigation Total		284	407
Grand Total		399	567

Complaints per 1000 Officers

Nov 05 - Oct 06	Nov 06 - Oct 07
45	46