

**Appendix 1: Annual Totals  
Performance Indicators:**

**% of victims satisfied (All CVS)**

	<i>Base</i>	<i>Frequency satisfied</i>	<i>% satisfied</i>
<i>FY 2000-2001</i>	<b>13843</b>	<b>11032</b>	<b>80%</b>
<i>FY 2001-2002</i>	<b>8575</b>	<b>6730</b>	<b>78%</b>
<i>FYTD 2002-2003</i>	<b>6276</b>	<b>4775</b>	<b>76%</b>

**% of victims satisfied (racially motivated)**

	<i>Base</i>	<i>Frequency satisfied</i>	<i>% satisfied</i>
<i>FY 2000-2001</i>	<b>1971</b>	<b>1440</b>	<b>73%</b>
<i>FY 2001-2002</i>	<b>1401</b>	<b>991</b>	<b>71%</b>
<i>FYTD 2002-2003</i>	<b>640</b>	<b>426</b>	<b>67%</b>

*% of victims satisfied with police initial response to a report of violent crime*

	<i>Base</i>	<i>Frequency satisfied</i>	<i>% satisfied</i>
<i>FY 2000-2001</i>	<b>1607</b>	<b>1196</b>	<b>74%</b>
<i>FY 2001-2002</i>	<b>556</b>	<b>404</b>	<b>73%</b>
<i>FYTD 2002-2003</i>	<b>360</b>	<b>247</b>	<b>69%</b>

*% of victims satisfied with police initial response to a report of burglary of a dwelling*

	<i>Base</i>	<i>Frequency satisfied</i>	<i>% satisfied</i>
<i>FY 2000-2001</i>	<b>2287</b>	<b>1915</b>	<b>84%</b>
<i>FY 2001-2002</i>	<b>1075</b>	<b>892</b>	<b>83%</b>
<i>FYTD 2002-2003</i>	<b>905</b>	<b>753</b>	<b>83%</b>

*% of public satisfied with police action in response to 999 calls*

	<i>Base</i>	<i>Frequency satisfied</i>	<i>% satisfied</i>
<i>FY 2000-2001</i>	<b>4597</b>	<b>3626</b>	<b>79%</b>
<i>FY 2001-2002</i>	<b>3053</b>	<b>2469</b>	<b>81%</b>
<i>FYTD 2002-2003</i>	<b>1657</b>	<b>1302</b>	<b>79%</b>

*% of victims of road traffic collisions satisfied with police service at the scene of the collision*

	<i>Base</i>	<i>Frequency satisfied</i>	<i>% satisfied</i>
<i>FY 2000-2001</i>	<b>2492</b>	<b>2288</b>	<b>92%</b>
<i>FY 2001-2002</i>	<b>3083</b>	<b>2802</b>	<b>91%</b>
<i>FYTD 2002-2003</i>	<b>1434</b>	<b>1305</b>	<b>91%</b>

## Appendix 2: Contributing Factors 2002 - 2003

Analysis using Cramer's V to establish which independent variable (IV) contributes the most to respondent's satisfaction with police initial response.

### *% of victims satisfied (all crime victims)*

	<i>Cramer's V</i>
<i>Appear interested</i>	<b>0.475</b>
<i>Appear to know what they were doing</i>	<b>0.458</b>
<i>Act sympathetically</i>	<b>0.407</b>
<i>Treat you courteously</i>	<b>0.342</b>
<i>Reassure you</i>	<b>0.261</b>
<i>Give you any practical help</i>	<b>0.201</b>
<i>Given name/phone number of officer dealing with case</i>	<b>0.121</b>

### **% of victims satisfied (racially motivated)**

	<i>Cramer's V</i>
<i>Appear interested</i>	<b>0.476</b>
<i>Appear to know what they were doing</i>	<b>0.463</b>
<i>Act sympathetically</i>	<b>0.432</b>
<i>Treat you courteously</i>	<b>0.374</b>
<i>Reassure you</i>	<b>0.323</b>
<i>Give you any practical help</i>	<b>0.302</b>
<i>Given name/phone number of officer dealing with case</i>	<b>0.194</b>

*% of victims satisfied with police initial response to a report of violent crime*

	<i>Cramer's V</i>
<i>Appear to know what they were doing</i>	<b>0.584</b>
<i>Appear interested</i>	<b>0.512</b>
<i>Act sympathetically</i>	<b>0.511</b>
<i>Reassure you</i>	<b>0.397</b>
<i>Treat you courteously</i>	<b>0.369*</b>
<i>Give you any practical help</i>	<b>0.243</b>
<i>Given name/phone number of officer dealing with case</i>	<b>0.037</b>

\*violated test parameters therefore unusable finding.

*% of victims satisfied with police initial response to a report of burglary of a dwelling*

	<i>Cramer's V</i>
<i>Appear interested</i>	<b>0.416</b>
<i>Appear to know what they were doing</i>	<b>0.379*</b>
<i>Act sympathetically</i>	<b>0.279</b>
<i>Treat you courteously</i>	<b>0.254*</b>
<i>Reassure you</i>	<b>0.213</b>
<i>Give you any practical help</i>	<b>0.190</b>
<i>Given name/phone number of officer dealing with case</i>	<b>0.097</b>

\*violated test parameters therefore unusable finding.

*% of victims satisfied 999 CVS only*

	<i>Cramer's V</i>
<i>Appear interested</i>	<b>0.529</b>
<i>Appear to know what they were doing</i>	<b>0.474</b>
<i>Act sympathetically</i>	<b>0.466</b>
<i>Reassure you</i>	<b>0.390</b>
<i>Treat you courteously</i>	<b>0.334</b>
<i>Give you any practical help</i>	<b>0.284</b>
<i>Given name/phone number of officer dealing with case</i>	<b>0.136</b>

*% of victims satisfied 999 RTA only*

	<i>Cramer's V</i>
<i>Treated you fairly</i>	<b>0.766*</b>
<i>Treated you sympathetically</i>	<b>0.496*</b>
<i>Were in control of the situation</i>	<b>0.466*</b>
<i>Knew what they were doing</i>	<b>0.448*</b>
<i>Gave you practical help</i>	<b>0.281*</b>
<i>Gave you advice</i>	<b>0.184*</b>

\*violated test parameters therefore unusable finding.

*% of victims of road traffic collisions satisfied with police service at the scene of the collision*

	<i>Cramer's V</i>
<i>Treated you fairly</i>	<b>0.798*</b>
<i>Were in control of the situation</i>	<b>0.619*</b>
<i>Knew what they were doing</i>	<b>0.593*</b>
<i>Treated you sympathetically</i>	<b>0.519*</b>
<i>Gave you practical help</i>	<b>0.328*</b>
<i>Gave you advice</i>	<b>0.255</b>

\*violated test parameters therefore unusable finding.

### Appendix 3: Police actions by crime victim group

	<i>RMC</i>	<i>Assault</i>	<i>Burglary</i>	<i>999 callers</i>	<i>All crime victims</i>
<i>Police acted sympathetically</i>	<b>80%</b>	<b>87%*</b>	<b>92%*</b>	<b>83%</b>	<b>86%*</b>
<i>Police appeared interested</i>	<b>84%</b>	<b>85%</b>	<b>93%*</b>	<b>84%</b>	<b>86%</b>
<i>Police appeared to know what they were doing</i>	<b>85%</b>	<b>87%</b>	<b>95%*</b>	<b>88%</b>	<b>92%*</b>

\*Statistically significant difference with RMC

This table details the percentage of victims who stated that police carried out the three actions: 'Police acted sympathetically', 'Police appeared interested' and 'Police appeared to know what they were doing'.

Appendix 4

Chart 1: Satisfaction levels of all crime victims, including 95% confidence intervals, Apr to Sept 2002

