

Appendix 2: Summary of User Satisfaction Survey Results – MPS

Latest figures (published September 2008) based on rolling 12 months reported quarterly (weighted figures)

	<i>% satisfied annual 2007/2008</i>	<i>% satisfied Q2 12 month rolling</i>	<i>% change +/-</i>
<i>SPI 1.1 – overall satisfaction</i>	77%	77%	0%
<i>SPI 1.2 – comparison of BME and White overall satisfaction (WHITE)</i>	77%	77%	0%
<i>SPI 1.2 – comparison of BME and White overall satisfaction (BME)</i>	72%	72%	0%
<i>SPI 1.2 – satisfaction gap</i>	5%	5%	0%
<i>SPI 1.3 – Racially motivated victims overall satisfaction</i>	69%	70%	+1%
<i>Ease of contact</i>	89%	90%	+1%*
<i>Police actions</i>	74%	74%	0%
<i>Police follow up</i>	58%	60%	+2%*
<i>Police treatment</i>	90%	89%	-1%*