

Appendix 3: SPI 1.1 (victim satisfaction with overall service) by borough.

Rolling 12 months reported quarterly

Victim satisfaction with overall service				
Borough Name	Jan 07- Dec 07	Apr 07 - Mar 08	Jul 07 - Jun 08	Oct 07 - Sep 08
Barking & Dagenham	78%	75%	74%	75%
Barnet	71%	78%	73%	76%
Bexley	81%	79%	78%	79%
Brent	83%	79%	80%	78%
Bromley	76%	75%	78%	77%
Camden	79%	72%	76%	75%
Croydon	76%	75%	75%	76%
Ealing	78%	79%	77%	77%
Enfield	73%	80%	76%	76%
Greenwich	71%	76%	72%	72%
Hackney	72%	80%	75%	75%
Hammersmith & Fulham	79%	78%	78%	78%
Haringey	74%	79%	75%	77%
Harrow	78%	78%	82%	81%
Havering	85%	78%	78%	80%
Hillingdon	84%	79%	77%	80%
Hounslow	78%	77%	76%	77%
Islington	71%	80%	75%	74%
Kensington & Chelsea	79%	80%	80%	81%
Kingston upon Thames	73%	84%	83%	81%
Lambeth	76%	76%	74%	73%
Lewisham	74%	78%	75%	77%
Merton	82%	80%	80%	79%
Newham	75%	78%	77%	77%
Redbridge	74%	79%	79%	74%
Richmond upon Thames	86%	85%	84%	83%
Southwark	79%	79%	76%	75%
Sutton	73%	83%	79%	77%
Tower Hamlets	71%	74%	75%	71%
Waltham Forest	74%	80%	76%	77%
Wandsworth	82%	80%	80%	78%
Westminster	70%	78%	75%	75%
MPS	77%	78%	77%	77%

NB: Due to sample sizes at borough level the confidence interval is +/- 4.2%