Appendix 1: Annual Totals Performance Indicators:

% of victims satisfied (All CVS)

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

% of victims satisfied (racially motivated)

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

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

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

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

	Base	Frequency satisfied	% satisfied
FY 2000-2001	2287	1915	84%
FY 2001-2002	1075	892	83%
FYTD 2002-2003	905	753	83%
% of public satisfied with	police action	in response to 999 calls	

	Base	Frequency satisfied	% satisfied
FY 2000-2001	4597	3626	79%
FY 2001-2002	3053	2469	81%
FYTD 2002-2003	1657	1302	79%

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

	Base	Frequency satisfied	% satisfied
FY 2000-2001	2492	2288	92%
FY 2001-2002	3083	2802	91%
FYTD 2002-2003	1434	1305	91%

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)

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

% of victims satisfied (racially motivated)

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

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

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

*violated test parameters therefore unusable finding.

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

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

*violated test parameters therefore unusable finding.

% of victims satisfied 999 CVS only

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

% of victims satisfied 999 RTA only

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

*violated test parameters therefore unusable finding.

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

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

*violated test parameters therefore unusable finding.

Appendix 3: Police actions by crime victim group

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

*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

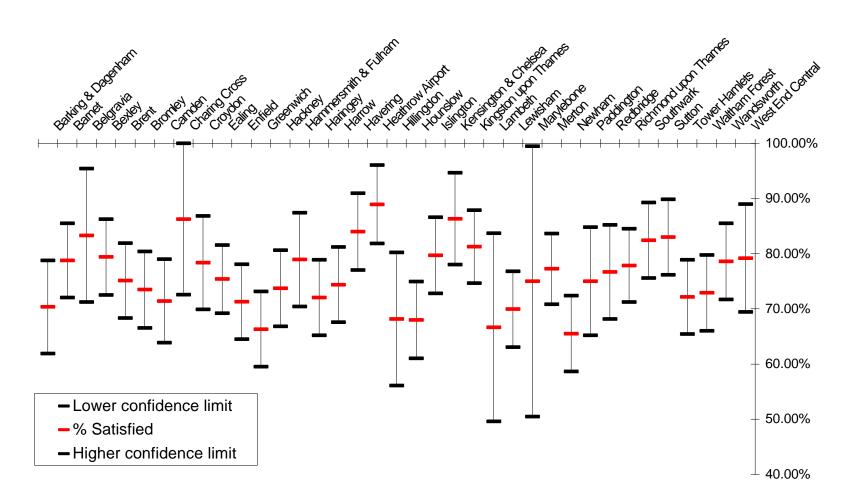


Chart 1: Satisfaction levels of all crime victims, including 95% confidence intervals, Apr to Sept 2002