



Public Satisfaction Information

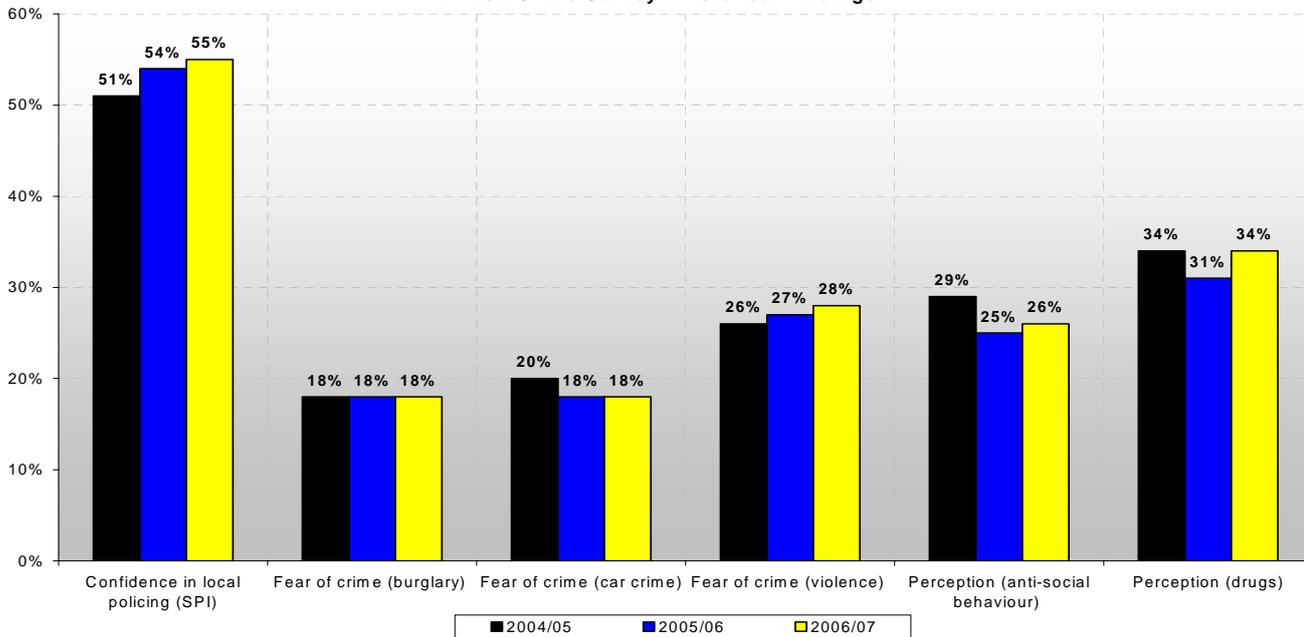
A significant change is highlighted in **green** (improvement) or **red** (deterioration)

British Crime Survey (BCS): last updated 25 July 2007, next update 25 October 2007

(All SPIs)	2006/07	2005/06	2004/05	%pt Change 06/07 vs. 05/06	%pt Change 06/07 vs. 04/05
Confidence in local policing	55%	54%	51%	+1	+4
Fear of crime (burglary)	18%	18%	18%	0	0
Fear of crime (car crime)	18%	18%	20%	0	-2
Fear of crime (violence)	28%	27%	26%	+1	+2
Perception (anti-social behaviour)	26%	25%	29%	+1	-3
Perception (drugs)	34%	31%	34%	+3	0

- The MPS leads it's Most Similar Force group in confidence in local policing, and this indicator has been steadily increasing since 2004/05.
- Perceptions of ASB deteriorated slightly and the MPS just missed the 2006/07 target.

British Crime Survey - Historical Findings



Anti Social Behaviour (ASB) Survey: last updated 6 Aug 2007, next update 15 Nov 2007

Satisfaction with...	2007/08 Q1	2006/07	Change 2007/08 vs. 2006/07
Overall service received	64%	65%	-1
...making contact	82%	87%	-5
...action taken	59%	59%	0
...being kept informed	43%	41%	+2
...treatment by staff	81%	82%	-1
White victims overall	65%	65%	0
BME victims overall	62%	64%	-2
Gap	3%	1%	+2

- Aside from ease of contact, ASB victims are less satisfied than those in the Crime Victim Survey (CVS).
- Most of the indicators declined in Q1, however each of the above had a range of at least five percentage points over the four quarters last year.
- The gap between white & BME victims has increased in the first quarter to 3 percentage points, from 1 percentage point in 2006/07, but it is less than half the gap of the CVS.

Produced By: MPS Strategy Unit

Source: CPAU, MPS Performance Directorate

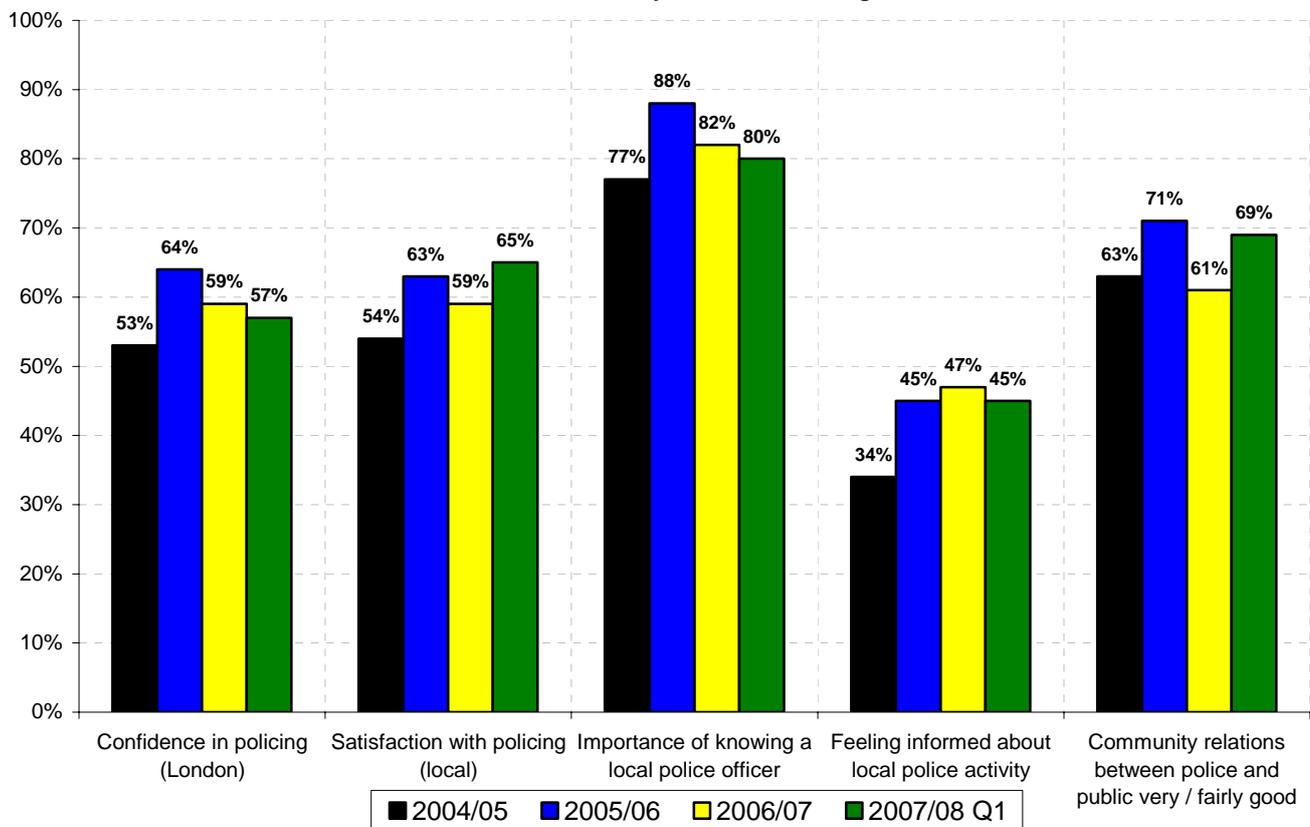
July 2007

Not Protectively Marked

Public Attitude Survey (PAS): last updated 6 Aug 2007, next update 15 Nov 2007

	2007/08 Q1	2006/07	2005/06	2004/05	%pt Change: Q1 07/08 vs.		
					06/07	05/06	04/05
Confidence in policing (London)	57%	59%	64%	53%	-2	-7	+4
Satisfaction with policing (local)	65%	59%	63%	54%	+6	+2	+11
Importance of knowing a local police officer	80%	82%	88%	77%	-2	-8	+3
Feeling informed about local police activity	45%	47%	45%	34%	-2	0	+11
Community relations between police and public very / fairly good	69%	61%	71%	63%	+8	-2	+6

Public Attitude Survey - Historical Findings



- Overall confidence and satisfaction in policing remains higher than in 2004/05, but not at the exceptionally high levels seen in 2005/06 probably as a result of the police response to the July bombings.
- There are mixed results in Quarter 1: satisfaction with policing and community relations improved compared with last year, while confidence, 'feeling informed' and the importance of knowing an officer have declined.
- Satisfaction with local policing, according to the PAS is at its highest in comparable records (since April 2004).

Safer Neighbourhoods Performance Framework

	2007/08 Q1	2006/07	2005/06	2004/05	Change 07/08 vs.		
					06/07	05/06	04/05
Confidence in policing (local)	54%	56%	58%	52%	-2	-4	+2
Feeling safe walking alone during the day	96%	96%	96%	97%	0	0	-1
Feeling safe walking alone after dark	73%	74%	71%	75%	-1	+2	-2
Agree the police understand the local issues affecting this community	66%	61%	64%	N/A	+5	+2	N/A
Agree the police deal with issues that affect their community	64%	60%	60%	N/A	+4	+4	N/A
Percentage of people worried about anti-social behaviour	38%	36%	35%	44%	+2	+3	-6

- Latest quarter results show that most indicators have improved compared with 2006/07 and 2005/06. Notably, police understanding & dealing with local issues are up significantly compared with last year.
- However, confidence has declined and the proportion of people worried about anti-social behaviour has increased. The change in the proportion of people feeling safe walking alone after dark is not statistically significant.

Crime Victim Satisfaction Survey: last updated 6 August 2007, next update 15 November 2007

Satisfaction with...	2007/08 Q1	2006/07	2005/06	2004/05	Change 07/08 vs.		
					06/07	05/06	04/05
Overall service received (SPI)	76%	78%	79%	68%	-2	-3	+8
...making contact (SPI)	88%	86%	86%	82%	+2	+2	+6
...action taken (SPI)	72%	74%	77%	64%	-2	-5	+8
...being kept informed (SPI)	59%	58%	59%	48%	+1	0	+11
...treatment by staff (SPI)	91%	92%	92%	86%	-1	-1	+5
Overall service received (victims of racist incidents) (SPI)	62%	64%	73%	59%	-2	-11	+3
White victims overall	78%	80%	80%	70%	-2	-2	+8
BME victims overall	70%	74%	73%	63%	-4	-3	+7
Gap (SPI)	8%	6%	7%	7%	+2	+1	+1

- (1) Survey company and some aspects of methodology changed for this survey in 2005/06 and they may be the reason for at least some of the improvement
- Overall satisfaction fell slightly in Q1 compared to 2006/07, while two of the sub-indicators improved, and two declined. Satisfaction with ease of contact is showing steady quarterly improvements.
 - The gap between white and BME victims overall satisfaction with the service has increased in Q1 with declines for both white and BME victims (BME victims more so) compared to 2006/07.
 - While there are mixed results in Q1 compared with 2006/07, all of the survey results have improved in comparison to 2004/05.