



## PRESS INFORMATION

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### **SATISFACTION INCREASES FOR BME VICTIMS OF CRIME**

The difference in satisfaction rates between victims of crime from white and black or minority ethnic (BME) backgrounds has reduced significantly across Bedfordshire.

Determined to drive up public satisfaction levels, members of Bedfordshire Police Authority agreed that one of the five key priorities in the Strategic Policing Plan should be tailoring service provision to the needs of individuals and different communities. As a result, the Police Authority's Performance and Planning Committee has been monitoring the gap in satisfaction closely over the last year to check that the initiatives in place to reduce the 12.5% difference recorded in April 2009 are showing results.

Figures presented to the committee recently show that for the twelve months ending April 2010 the 'parity gap' in satisfaction has reduced to 8.1%, demonstrating the effectiveness of the Force's improvement plan.

Members were pleased to hear that the Force has seen significant improvements in BME satisfaction rates concerning the way that domestic burglary and racist incidents have been handled. Aware that many different methods have been used to drive this improvement, members asked the Chief Constable Gillian Parker to identify the main drivers of this improvement in satisfaction, which has brought the Force much nearer to its target of 7%.

Martin Pantling, Chair of the Committee, said: "We want to know which initiatives have worked better than others so that we can build on the most effective ways to increase satisfaction for BME victims of crime. We believe that ideally, there should not be any difference in levels of satisfaction between victims of crime from different backgrounds.

"We are pleased to see the figures improving, based on providing services in a way better tailored to individuals, but will continue to scrutinise the work underway to further address the satisfaction gap, which has caused the Authority concern for some time."

ENDS

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