

Appendix 1 - Diagnostic tools already available

Promise	Data use	Source	Granularity
Met Promise 1 - Fairness			
Satisfaction with treatment	Headline	User Satisfaction Survey	Borough
Police took account of personal circumstances	Diagnostic - customer	User Satisfaction Survey	Borough
Police were fair	Diagnostic - customer	User Satisfaction Survey	Borough
Police took the matter seriously	Diagnostic - customer	User Satisfaction Survey	Borough
Met Promise - 2 Responding to and listening to your concerns.			
Satisfaction with ease of contact	Headline	User Satisfaction Survey	Borough
Satisfied with police actions	Headline	User Satisfaction Survey	Borough
Spoke to someone in a reasonable time	Diagnostic - customer	User Satisfaction Survey	Borough
999 calls answered within 10 seconds	Diagnostic - internal	Call Handling System	Borough / CCC site
Non-emergency calls answered within 30 seconds	Diagnostic - internal	Call Handling System	Borough / CCC site
Queued at a front counter less than 10 minutes	Diagnostic - customer	User Satisfaction Survey	Borough
First person was able to take all the details	Diagnostic - customer	User Satisfaction Survey	Borough
Timeframe given for visit	Diagnostic - customer	User Satisfaction Survey	Borough
One or more follow up calls to chase visit	Diagnostic - customer	User Satisfaction Survey	Borough
Times when Front Offices were closed during opening hours	Diagnostic - internal	Computer Aided Dispatch	Borough
Appointments compliance	Diagnostic - internal	Computer Aided Dispatch	Borough
Call backs made by CCC (to get more information)-right first time	Diagnostic - internal	Call Handling System	Borough
Satisfaction with investigation	Diagnostic - customer	User Satisfaction Survey	Borough
Satisfied with response time	Diagnostic - customer	User Satisfaction Survey	Borough
'I' call despatch within 12mins	Diagnostic – internal	Computer Aided Dispatch	Borough
'S' call despatch within 60 mins	Diagnostic - internal	Computer Aided Dispatch	Borough
Police not yet arrived calls as % of all calls	Diagnostic – internal	Computer Aided Dispatch	Borough
Given practical help	Diagnostic - customer	User Satisfaction Survey	Borough
Officer taking report appeared capable	Diagnostic - customer	User Satisfaction Survey	Borough
Explained what was happening and why	Diagnostic - customer	User Satisfaction Survey	Borough
Managed to contact first time they tried	Diagnostic - customer	User Satisfaction Survey	Borough

Met Promise - 3 Your Local Safer Neighbourhood Team

Abstraction rate for Safer Neighbourhood Teams	Diagnostic – internal	Management Review	Borough
Regular review of SNT websites	Diagnostic – internal	Management Review	Borough
Regular review of SNT Problem Solving	Diagnostic – internal	Management Review	Borough
Qualitative review of SNT meetings and public engagement	Diagnostic - internal	Management Review	Borough
Review of Single Patrol	Diagnostic – internal	Met-Duties	Borough

Met Promise 4 - Keeping you informed

Satisfaction with follow up	Headline	User Satisfaction Survey	Borough
Contact details provided	Diagnostic - customer	User Satisfaction Survey	Borough
Aware of next steps that would be taken	Diagnostic - customer	User Satisfaction Survey	Borough
Victim expected further contact	Diagnostic - customer	User Satisfaction Survey	Borough
Victim received further contact	Diagnostic - customer	User Satisfaction Survey	Borough
Victim knew how to contact police back	Diagnostic - customer	User Satisfaction Survey	Borough
Victim tried to contact police but failed	Diagnostic - customer	User Satisfaction Survey	Borough
Victim informed of what the police would do	Diagnostic - customer	User Satisfaction Survey	Borough
Information was provided quickly	Diagnostic - customer	User Satisfaction Survey	Borough
Questions were answered adequately	Diagnostic - customer	User Satisfaction Survey	Borough
Updates provided without asking	Diagnostic - customer	User Satisfaction Survey	Borough
Kept updated with every 28 days	Diagnostic - internal	Crime Recording Information System	Borough
Kept updated after significant events (arrest, charge etc.)	Diagnostic - internal	Crime Recording Information System	Borough
RTC contact within 10 days	Diagnostic - internal	Computer Aided Dispatch	Borough

Met Promise 5 - When things go wrong

Number of complaints for failures in duty per 10 officers	Diagnostic – internal	Directorate of Professional Standards	Borough
Number of complaints for failures in duty per 10 staff	Diagnostic – internal	Directorate of Professional Standards	Borough
Number of complaints for malpractice per 10 officers	Diagnostic – internal	Directorate of Professional Standards	Borough
Number of complaints for malpractice per 10 staff	Diagnostic – internal	Directorate of Professional Standards	Borough
Number of complaints for incivility per 10 officers	Diagnostic – internal	Directorate of Professional Standards	Borough
Number of complaints for incivility per 10 staff	Diagnostic – internal	Directorate of Professional Standards	Borough
Number of complaints for discriminatory behaviour per 10 officers	Diagnostic – internal	Directorate of Professional Standards	Borough
Number of complaints for discriminatory behaviour per 10 staff	Diagnostic – internal	Directorate of Professional Standards	Borough