Guidance Notes

Traffic Lights	Decimal Places
Red > 10% worse than Target Amber < 10% worse than Target Green > = Target	Survey measures to 0 d.p. All others to 1 d.p.

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999 calls within 10 seconds & Non-emergency calls within 30 seconds

The current method of counting is based on the last leg of the call i.e. the MPS centre where it is answered
The clock starts counting immediately for 999 calls and after the initial greeting message has played for non-emergency callers

The shift pattern used for these calls in this report is 00:00 to 23:59 (midnight to midnight).

The percentage of 999 calls answered within the target is calculated as follows:

% 999 calls answered within target = (999 calls answered within 10 seconds)/((total 999 calls offered) - (abandoned 999 calls within 10 seconds))

The percentage of Non-emergency calls within the target is calculated as:

% Non-emergency calls answered within target = (Non-emergency calls answered within 30 seconds)/
((total Non-emergency calls offered) -(abandoned Non-emergency calls within 30 seconds))

Emergency calls despatches within 12 minutes & Other priority calls despatches within 1 hour

This is a percentage of I and S calls taken from CAD that are attended within 12 minutes or 1 hour respectively.
(I calls are 'Emergency calls' and S calls are 'Other priority calls').
The target is set to be achieved 75% of the time.
When calculating the percentage, blanks, negatives and duplicates have been removed. Outlier times have been left in.

Please note that any Data Items from CAD will have been extracted via the DARIS MI database which now holds live data and as such, any figures produced on any given day, may not be the same as those run on a different day.

Voicemail pickup times

Voicemail pickup times or "Messages Retrieved Within Target" is the number of messages that have been retrieved within 63 hours as a percentage of the number of messages recorded in the current reporting period.

The use of telephony and voicemail is increasingly in the spotlight as an aspect of modernisation and citizen focus.

Boroughs are now required to have 27 generic extensions with corporate voicemail boxes covering the main aspects of borough operations so that calls from the public and internal calls can be more effectively directed and the outcome monitored.

The Borough Voicemail Report enables managers to:

· Keep track of each borough's compliance with voicemail monitoring procedures
· To identify teams within each borough that are not utilising voicemail to standard
· To identify teams within each borough that may require staffing or procedural changes

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VCoP 5.9 compliance

VCoP stands for 'Victim Code of Practice'

5.9 compliance identifies the percentage of all incomplete VCoP applicable records where the victim has been updated with information on their case within the last 28 days (any H code, or any A Code with a printed letter). This continues until the case is closed.

RTC - Contact within 10 working days

RTC stands for Road Traffic Collision. CARB stands for Collision Accident Report Book

This is a measurement of timeliness between the date of a reportable collision and the MPS making contact with the collision participant (usually by letter). Timeliness is significant as lengthy delays contribute to customer dissatisfaction, and attract failure costs (e.g. repeat calls to CCC etc.). The 'average' shown represents the percentage of recorded collisons subject to further investigations, where contact was made within 10 working days of the incident. Whilst responsibility for initiating contact lies with CO16, Traffic Criminal Justice OCU, BOCU performance in relation to SMF compliance and CARB timeliness are significant factors in allowing contact to be made by CO16 at the earliest opportunity and within the pledge target.

The following categories of incident are excluded from the BOCU figures:

· CARBs written by Royal Parks officers, whether for incidents in Royal Parks or elsewhere and CARBs completed by traffic officers
· Drink Drive cases (these are returned to Borough to process)

The MPS total includes the data for the Royal Parks and Traffic OCU.

Please note that police collisions are included in these figures, as these CARBs must come to CO16 in order for the cases to be investigated. Contact in relation to fatal and serious life changing collisions is managed by trained traffic officers within CO15 and is therefore excluded from this data.

(Pledge applicable) SMF Compliance

SMF stands for 'Short Message Format'

This shows the % of times that compliant SMFs were submitted to Marlowe House for reportable collisions, as set out in the policy http://intranet.aware.mps/DPA/notices/Notices/2008/48/Notices48-0801.htm.

From August 2009, the base for this data was amended from all reportable collisions to pledge applicable reportable collisions, as compliance in this respect directly supports the pledge commitment to contact those involved in collisions within ten working days of the date of incident.

The following categories of incident do not appear in the BOCU SMF figures:

· CARBs written by Royal Parks officers, whether for incidents in Royal Parks or elsewhere or reported by traffic officers
· Police Collisions, as these do not require SMFs (communication regarding these is generally by phone)
· Fatal or serious/life changing incidents (again, they do not require SMFs)
· Drink Drive cases (these are retained by the Borough to process and will be returned to BOCU if received in CO16)

User Satisfaction Survey (USS)

In this report the USS data (Ease of Contact, Follow Up, Treatment etc) come from the User Satisfaction Survey which is a corporate survey conducted with victims of domestic burglary, violent crime, vehicle crime and RTCs (Road Traffic Collisions).

The survey is conducted with respondents 6-12 weeks after their incident, and asks them to assess their experience with the police and the service they were provided. The survey covers several key areas of the experience, including the ease of contacting the police initially, the follow up received from the police and the treatment by the police. The data here relates to the % of satisfied respondents for that section as measured on a 7 point satisfaction scale (that is collapsed to a three point scale).

The data is reported by borough on a 12 monthly rolling basis with every quarter.
(Survey results are roughly 3 months in arrears from the date of the crime).

Public Attitude Survey (PAS)

The Public Perception data contained within this report comes from the following questions in the Public Attitude Survey.

The Police would treat you with respect if you had contact with them for any reason? (PAS 62b)
Have you heard about your local Safer Neighbourhoods policing team? (PAS RQ80e)
Police are dealing with things that matter to this community? (PAS Q62f)
Do you know what your Safer Neighbourhoods Team's priorities are? (PAS Q.133)

The Public Attitude Survey (PAS) measures Londoners' perceptions of policing, identifies their priorities and experiences of crime and policing and has taken place since 1983. This survey merges information on people's experiences of crime, anti social behaviour and contact with police through a clear structure of questions that enable a steer to action, to challenge the problems people face in their local areas.

The PAS samples 20,000 residents across London each year, conducting interviews throughout the year and reporting on a quarterly basis.

Your Voice Counts

Members of the public can leave their comments with regards to how the MPS is meeting the pledge. This can be done via a feedback form on the MPS website or by telephone. There is a target to acknowledge messages received within 24 hours.

(The 'Your Voice Counts' internet feedback facility launched in September 2007, but has now been transformed into the Pledge Feedback facility. Alternatively, the public can leave their message by phoning the Customer Service Unit on 020 7230 4737 which went live in October 2008).

Safer Neighbourhoods - Time Spent on Ward Duties

It should be stressed that in this report the data regarding the time spent by Safer Neighbourhood Teams (SNT) in their neighbourhoods is not the same as the Policing Pledge measure. Whilst the pledge measure is the time spent by Safer Neighbourhoods Teams *visibly* working in their neighbourhood, the SN data in this report is the time spent on core safer neighbourhoods work or duties by the SNT, whether visible or otherwise.

This is a high level measure sourced from CARM & MetDuties, and whilst it is not the exact Pledge measure, with the current systems in place it is the best measure currently available. (In the future there may be the potential to record time spent by Safer Neighbourhoods Teams working visibly in their neighbourhoods, once APLS is implemented).

% SNT time spent on core duties = time spent on core duty / time on duty minus training

The *abstractions* in this Safer Neighbourhood Teams data are:

The total paid hours do not include work free days, rest days or public holidays.
The worked hours do not include annual leave, leave, training or sick.
Included in the worked hours, but not included in the core duties hours are CAD, custody, recuperative duties, court and AID.

Pledge Performance Measures - MPS

Pledge Number	Pledge Topic	Indicator	Calendar Year 2008 (pre-pledge baseline)	Target	FYTD 2009/10 (Apr 09 - Nov 09)	Latest month: Nov 2009	Rolling 12 months to Nov 09	
1	Treatment and access	Satisfaction with treatment (USS Q.35)	89%	N/A			88%	*
		Police would treat you with respect if you had contact with them for any reason (PAS 62b)	78%	79%			77%	*
		Satisfaction gap between white and BME victims of crime (USS)	5%	3.8%			5%	*
		Satisfaction with ease of contact (USS)	91%	N/A			92%	*
		Respond to voicemail within 2 working days. Voicemails should be retrieved within 63 hours. (Proxy measure based on list of standard BOCU functional telephone extensions)	69.7% (Dec 08)	N/A	71.9%	73.4% (Oct 09 75.3%)		
2	Know your SN Teams & how to contact them	Have you heard about your local Safer Neighbourhoods policing team? (PAS RQ80e)	29%	45%			34%	*
3	SN Teams time on core duties & solving local problems	Time spent on ward duties (Proxy - CARMS)	96.0% (Dec 08)	80%	95.9%	94.8%	96.2%	
		Police dealing with things that matter to this community (PAS Q62f)	65%	N/A			64%	*
4	Respond to SN messages within 24 hours	No measure available						
5	Emergency call answering, advising next steps & ETA. Emergency response within 12 minutes	999 calls within 10 seconds (CCC)	87.1%	90%	91.0%	94.8%	89.6%	
		Non-emergency calls within 30 seconds (CCC)	90.5%	90%	92.4%	95.5%	91.1%	
		Time frame given for attendance (USS Q.10 - telephone reporters only)	46%	N/A			33%	*
		Did you get to speak to someone in a reasonable time? (USS Q6.b - telephone reporters only)	94%	N/A			96%	*
		Emergency calls within 12 minutes (I-calls) [Note NCHS impacts from 1 May]	65.2%	75%	73.1%	79.4%	71.6%	
6	Non-emergency response & appointments	Non-emergency response within 60 mins. (Proxy measure in place of response to vulnerable victims & neighbourhood priorities).	49.5%	75%	73.0%	84.7%	69.1%	
		Arrive on time for appointments in 48 hours or at convenience (USS Q.15a - respondents who arranged appointment only).	85%	N/A			83%	*
7	Attend public meetings monthly	Do you know what your Safer Neighbourhoods Team's priorities are? (PAS Q.133)	Awaits	N/A			17%	*
8	Provide monthly updates (on progress made & on local crime and policing issues).	Supply crime maps, information on specific crimes, what happened to those brought to justice, what action is being taken to make your neighbourhood safer and force performance data. No measure available.						
9	Keep victims informed of progress monthly	Satisfaction with follow up (USS Q.29)	63%	N/A			66%	*
		Victim updated at least once every 28 days (VCOP measure 5.9)	71% (Dec 08)	90%		92% (Sep 09 90%)		
10	Contact you and explain failure to keep our promises	Comments received through the MPS pledge feedback or dedicated telephone number acknowledged within 24 hours (Reward and Resolution process - Your Voice Counts)		100%	96.0%	100.0%		
11	Contact RTC victims within 10 working days (CARBs)	Letter sent to RTC victim within 10 working days		10 days 100%	88.0%	90.0%		

SRAU research measures:
Rolling 12 months to Sep 2009

Pledge topic 1: Treatment and Access

Borough	Area	Satisfaction with treatment	Police treat you with respect	Voicemail retrieval
		USS	PAS	PIB voicemail report
		Target N/A	Target 79%	Target N/A
		Rolling 12 months	Rolling 12 months	Latest month
		Oct 2008 - Sep 2009	Oct 2008 - Sep 2009	November 2009
Camden	North	87%	70%	66%
Enfield	North	85%	85%	85%
Hackney	North	87%	74%	96%
Haringey	North	89%	95%	80%
Islington	North	86%	65%	87%
Tower Hamlets	North	87%	78%	53%
NORTH TOTAL				
Barking & Dagenham	East	90%	55%	87%
Havering	East	90%	62%	36%
Newham	East	87%	88%	61%
Redbridge	East	88%	83%	80%
Waltham Forest	East	82%	94%	93%
EAST TOTAL				
Bexley	South	90%	52%	99%
Bromley	South	89%	78%	91%
Croydon	South	89%	85%	95%
Merton	South	88%	87%	82%
Sutton	South	90%	52%	93%
Wandsworth	South	88%	88%	66%
SOUTH TOTAL				
Greenwich	Central South	86%	83%	40%
Lambeth	Central South	86%	83%	76%
Lewisham	Central South	89%	73%	71%
Southwark	Central South	89%	67%	68%
CENTRAL SOUTH TOTAL				
Barnet	West	86%	96%	85%
Brent	West	85%	59%	85%
Ealing	West	88%	78%	50%
Hammersmith & Fulham	West	88%	70%	32%
Harrow	West	91%	71%	68%
Hillingdon	West	89%	84%	72%
Hounslow	West	88%	97%	60%
Kensington & Chelsea	West	89%	72%	95%
Kingston Upon Thames	West	91%	84%	81%
Richmond Upon Thames	West	90%	79%	92%
WEST TOTAL				
Westminster		90%	61%	88%
MPS Total		**88%**	**77%**	**73%**

Pledge topics 2 - 4, 7: Safer Neighbourhoods

Borough	Area	Heard about your SN team PAS Target 45% Rolling 12 months Oct 2008 - Sep 2009	SN Time spent on ward duties Target 80% Latest Month November 2009	Police deal with the things that matter PAS Target N/A Rolling 12 months Oct 2008 - Sep 2009	Know your SN priorities? PAS Target N/A Rolling 12 months Oct 2008 - Sep 2009
Camden	North	36%	88.8%	64%	19%
Enfield	North	48%	97.5%	63%	20%
Hackney	North	16%	96.8%	69%	15%
Haringey	North	7%	96.3%	81%	2%
Islington	North	14%	95.8%	60%	0%
Tower Hamlets	North	26%	98.0%	79%	44%
NORTH TOTAL			95.6%		
Barking & Dagenham	East	31%	96.8%	22%	6%
Havering	East	43%	91.4%	46%	16%
Newham	East	7%	78.5%	60%	2%
Redbridge	East	35%	94.6%	67%	21%
Waltham Forest	East	9%	84.3%	81%	3%
EAST TOTAL			88.7%		
Bexley	South	85%	97.4%	14%	25%
Bromley	South	38%	91.0%	63%	21%
Croydon	South	46%	96.9%	62%	31%
Merton	South	50%	96.9%	75%	29%
Sutton	South	25%	92.4%	39%	10%
Wandsworth	South	64%	98.8%	82%	58%
SOUTH TOTAL			95.7%		
Greenwich	Central South	57%	97.5%	67%	11%
Lambeth	Central South	51%	98.2%	69%	29%
Lewisham	Central South	47%	95.4%	69%	12%
Southwark	Central South	40%	90.6%	51%	13%
CENTRAL SOUTH TOTAL			95.0%		
Barnet	West	6%	97.9%	80%	1%
Brent	West	13%	97.5%	57%	0%
Ealing	West	23%	88.8%	72%	15%
Hammersmith & Fulham	West	15%	97.3%	65%	0%
Harrow	West	21%	96.9%	51%	7%
Hillingdon	West	25%	96.8%	66%	8%
Hounslow	West	2%	95.5%	96%	0%
Kensington & Chelsea	West	10%	98.3%	71%	0%
Kingston Upon Thames	West	83%	98.5%	65%	52%
Richmond Upon Thames	West	44%	94.9%	83%	38%
WEST TOTAL			96.3%		
Westminster		27%	95.5%	61%	4%
MPS Total		34%	94.8%	64%	17%

Pledge topics 5-6: Response

Borough	Area	999 call answering	Non emergency call answering	I call response	S call response	E call response
		CCC performance reports	CCC performance reports	RST report	RST report	RST report
		Target 90% (within 10 seconds)	Target 90% (within 30 seconds)	Target 75% (within 12 minutes)	Target 75% (within 60 minutes)	Target N/A
		Latest Month	Latest Month	Latest Month	Latest Month	Latest Month
		November 2009	November 2009	November 2009	November 2009	November 2009
Camden	North			83.0%	91.6%	
Enfield	North			73.1%	88.3%	
Hackney	North			80.7%	86.6%	
Haringey	North			84.0%	85.3%	
Islington	North			85.9%	86.7%	
Tower Hamlets	North			81.2%	80.9%	
NORTH TOTAL				81.3%	86.9%	
Barking & Dagenham	East			71.3%	76.3%	
Havering	East			70.0%	77.0%	
Newham	East			84.7%	87.9%	
Redbridge	East			82.6%	89.4%	
Waltham Forest	East			69.6%	74.9%	
EAST TOTAL				76.9%	82.4%	
BOW TOTAL (*North & East*)		94.6%	94.1%	79.5%	85.1%	
Bexley	South			77.0%	91.4%	
Bromley	South			70.0%	83.8%	
Croydon	South			80.5%	91.1%	
Merton	South			79.7%	90.1%	
Sutton	South			79.1%	83.2%	
Wandsworth	South			76.8%	82.7%	
SOUTH TOTAL				77.3%	87.2%	
Greenwich	Central South			76.5%	94.5%	
Lambeth	Central South			84.1%	83.2%	
Lewisham	Central South			76.3%	77.9%	
Southwark	Central South			83.3%	85.7%	
CENTRAL SOUTH TOTAL				80.5%	85.3%	
LAMBETH TOTAL (*South & Central South*)		94.7%	96.2%	79.0%	86.3%	
Barnet	West			68.4%	85.6%	
Brent	West			77.7%	84.6%	
Ealing	West			76.8%	72.0%	
Hammersmith & Fulham	West			81.8%	78.6%	
Harrow	West			77.3%	83.7%	
Hillingdon	West			74.0%	82.2%	
Hounslow	West			75.6%	80.8%	
Kensington & Chelsea	West			85.7%	77.8%	
Kingston Upon Thames	West			80.8%	86.5%	
Richmond Upon Thames	West			75.8%	80.0%	
WEST TOTAL				77.0%	80.8%	
Westminster				88.9%	89.5%	
HENDON TOTAL (*West & Westminster*)		95.1%	96.2%	79.2%	82.5%	
Heathrow				89.6%	97.5%	
Other Areas				97.1%	98.6%	
MPS Total		94.8%	95.5%	79.4%	84.7%	

Pledge topics 9-11: Keeping informed and resolving problems

Borough	Area	Crime victims		Road traffic collisions	
		Satisfaction with follow-up	Kept updated every 28 days	Contact within 10 working days	Pledge Applicable SMF compliance **
		USS	VCoP report	RTC process report	RTC process report
		Target N/A	Target 90%	Target 100%	Target N/A
		Rolling 12 months	Latest month	FYTD	FYTD
		Oct 2008 - Sep 2009	November 2009	FYTD 2009/10 (Apr 09 - Nov 09)	FYTD 2009/10 (Apr 09 - Nov 09)
Camden	North	72%	99%	93.5%	79.0%
Enfield	North	66%	94%	74.8%	53.7%
Hackney	North	64%	95%	89.4%	67.3%
Haringey	North	66%	97%	83.2%	56.1%
Islington	North	66%	100%	82.3%	61.4%
Tower Hamlets	North	64%	99%	88.1%	46.7%
NORTH TOTAL			97%	84.7%	60.8%
Barking & Dagenham	East	66%	92%	90.0%	59.9%
Havering	East	65%	91%	82.9%	40.1%
Newham	East	65%	89%	90.0%	62.0%
Redbridge	East	62%	93%	84.0%	63.3%
Waltham Forest	East	62%	100%	86.2%	50.5%
EAST TOTAL			92%	86.6%	55.6%
Bexley	South	68%	95%	88.0%	43.8%
Bromley	South	68%	94%	89.9%	49.5%
Croydon	South	64%	89%	88.5%	59.2%
Merton	South	68%	99%	92.5%	66.9%
Sutton	South	70%	98%	73.6%	53.7%
Wandsworth	South	69%	97%	88.3%	60.1%
SOUTH TOTAL			95%	87.9%	55.8%
Greenwich	Central South	61%	95%	89.0%	58.0%
Lambeth	Central South	60%	95%	89.9%	49.6%
Lewisham	Central South	66%	91%	95.0%	71.7%
Southwark	Central South	72%	88%	93.8%	64.1%
CENTRAL SOUTH TOTAL			92%	92.1%	60.2%
Barnet	West	61%	88%	91.1%	72.4%
Brent	West	64%	90%	92.9%	59.6%
Ealing	West	67%	94%	91.3%	72.2%
Hammersmith & Fulham	West	67%	99%	95.8%	70.3%
Harrow	West	66%	71%	82.6%	13.8%
Hillingdon	West	67%	90%	86.2%	54.4%
Hounslow	West	66%	96%	86.5%	76.3%
Kensington & Chelsea	West	71%	98%	97.2%	68.2%
Kingston Upon Thames	West	73%	97%	93.2%	61.4%
Richmond Upon Thames	West	70%	96%	94.1%	66.9%
WEST TOTAL			90%	91.0%	63.8%
Westminster		71%	99%	92.3%	78.9%
Borough Total		66%	93%	88.7%	61.0%

Other Units	Link			Contact within 10 working days	Pledge Applicable SMF compliance **
Traffic	N/A			84.5%	41.3%
Royal Parks	N/A			74.7%	55.4%
Other*	N/A			82.5%	51.4%
Total				82.6%	50.1%

MPS Total		66%	92%	88.0%	60.1%

*Incudes Heathrow Airport and incident were BOCU/OCU not reported
**Excludes drink drive, fatal, serious personal injury and POLCOL.