

Summary of Critical Performance Areas

2009/10 Critical Performance Areas				
Key Performance Indicator Performance for rolling year to May-09 unless otherwise stated		Target 2009/10	R A G	Latest Data
Confidence				
1a	Confidence in local policing [APACS SPI 2.2] (% people who agree that the police and local council are dealing with anti-social behaviour and crime issues that matter in their area)	55.4% by March 2011 (+ 8% pts on baseline)		48.2% Year to Dec-08
1b	Confidence in local policing [APACS PI 2.3] (% people who think their local police do a good job)	Tracking measure		54.8% Year to Dec-08
2a	User satisfaction with overall service [APACS PI 1.1]	80%	A	77.7% Year to Mar-09
2b	Comparison of satisfaction of white and BME victims with respect to overall service [APACS PI 1.2]	3.8% pts difference	R	4.7% pts difference Year to Mar-09
2c	Percentage of people who agree that the police would treat you with respect if you had contact with them for any reason (PAS)	79%	A	78% Year to Mar-09
Safety				
3a	Most serious violence rate [APACS PI 5.1] Most serious violence (MSV) and assault with injury (AWI) as proxy	-4.3%	G	-1.6%
3b	The number of knife crimes per 1,000 population [APACS PI 5.6]	-5.6%	G	-10.7%
3c	Percentage of Most Serious Violence offences brought to justice [APACS PI 6.1] (SD rate as proxy)	32%	A	30.7%
3d	The percentage of serious sexual offences brought to justice [APACS PI 6.4] (SD rate as proxy)	31%	A	29.9%
4a	Serious acquisitive crime rate [APACS PI 5.2]	-2%	G	-6.4%
4b	The number of criminal networks disrupted	425	A	397
4c	The value of the assets recovered (cash forfeiture orders and confiscation orders) [APACS PI 8.1]	£45m total	G	£54.4m
4d	Increase sanction detections for Class A drugs trafficking offences and of these, the number for - cocaine (inc. crack) - heroin	> 2,516	R	2,312
		> 1,636	R	1,471
		> 697	A	673
4e	Reduction in the number of people killed or seriously injured for all road users [APACS PI 9.1]	< 3,320 ie 50% reduction on 1994-98 baseline average		3,474 Year to Jan-09
5a	Counter Terrorism measure - Enhance our Counter Terrorism capability and capacity (in development)			
5b	Planning and preparation for the London 2012 Olympics and Paralympic Games security (measure in development)			
Continuous Improvement				
6a	Delivery of net cashable, efficiency and productivity gains [APACS PI 12.1]	£142.9m (3.97%)		
6b	Percentage of police officer recruits from minority ethnic groups compared to the percentage of people from minority ethnic groups in the economically active population [APACS PI 3.1]	20% of total police officer recruits (or 0.8 : 1)	R	14.7% (0.6 : 1)
6c	Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems)	8 systems	G	8/8 to Mar-09

Performance assessment key: G (green) = on/above target; A (amber) = marginally below target; R (red) = well below target

Note:

No performance assessment has been made at this stage against several Critical Performance Areas (CPAs):

- For CPAs 1a, 1b and 4b this is because expectations of progress are not established for just one month into the performance year.
- For CPA 4e data is provisional at this stage.
- For CPA 6a data has not yet been released.