

SUMMARY OF CRITICAL PERFORMANCE AREAS

2009/10 Critical Performance Areas				
Key Performance Indicator Performance for rolling year to Jul-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)	51.4%		49.3% 12 months to Mar-09
1b	Confidence in local policing [APACS PI 2.3] (% people who think their local police do a good job)	Tracking measure		55.1% 12 months to Mar-09
2a	User satisfaction with overall service [APACS PI 1.1]	80%	A	77.3% 12 months to Jun-09
2b	Comparison of satisfaction of white and BME victims with respect to overall service [APACS PI 1.2]	3.8% pts difference	R	5.5% pts difference 12 months to Jun-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	77% 12 months to Jun-09
Safety				
3a	Most serious violence rate [APACS PI 5.1]	-4.3%	A	+0.6% Apr - Jul 2009 vs Apr-Jul 2008
	Most serious violence (MSV) and assault with injury (AWI)			+0.7% Apr - Jul 2009 vs Apr-Jul 2008
3b	The number of knife crimes per 1,000 population [APACS PI 5.6]	-5.6%	G	-10.4%
3c	Percentage of Most Serious Violence offences brought to justice [APACS PI 6.1] (SD rate as proxy)	32%	A	31.8%
3d	The percentage of serious sexual offences brought to justice [APACS PI 6.4] (SD rate as proxy)	31%	A	28.1%
4a	Serious acquisitive crime rate [APACS PI 5.2]	-2%	G	-5.1%
4b	The number of criminal networks disrupted	425	A	384
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	> 2,516	A	2,475
	and of these, the number for - cocaine (inc. crack)	> 1,636	A	1,603
	- heroin	> 697	G	715
4e	Reduction in the number of people killed or seriously injured for all road users [APACS PI 9.1]	< 3,320 (50% reduction on 1994-98 baseline)		3,294 12 months to Mar-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%)		2008/09 efficiency savings of £147.9m against planned savings of £144.0m. Quarter 1 2009/10 to be first reported to MPA Finance Committee on 17 Sep).
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	15.0% (0.6 : 1)
6c	Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems) (Performance information on all 11 systems will not be available until 2010/11. Information will be available on 8 ICT systems in 2009/10.)	8 systems	G	8/8 Quarter 1 2009/10 Currently reported on a quarterly basis.

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 and 1b this is because expectations of progress are not established
- For CPA 4e data is provisional at this stage.
- For CPA 6a data has not yet been released.