

Summary of Critical Performance Areas

2009/10 Critical Performance Areas				
Key Performance Indicator Performance for 2009/10 financial year to Jan-10 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%	A	51.2% 12 months to Sept-09
1b	Confidence in local policing [APACS PI 2.3] (% people who think their local police do a good job)	Tracking measure		57.0% 12 months to Sept-09
2a	User satisfaction with overall service [APACS PI 1.1]	80%	R	77.8% Apr - Dec 2009
2b	Comparison of satisfaction of white and BME victims with respect to overall service [APACS PI 1.2]	3.8% pts difference	A	4.8% pts difference Apr - Dec 2009
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%	R	77% 12 months to Dec-09
Safety				
3a	Most serious violence rate [APACS PI 5.1]	-4.3%	R	-1.1%
	Most serious violence (MSV) and assault with injury (AWI)			+0.4%
3b	The number of knife crimes per 1,000 population [APACS PI 5.6]	-5.6%	R	-1.2%
3c	Percentage of Most Serious Violence offences brought to justice [APACS PI 6.1] (SD rate as proxy)	32%	G	36.8%
3d	The percentage of serious sexual offences brought to justice [APACS PI 6.4] (SD rate as proxy)	31%	R	22.9%
4a	Serious acquisitive crime rate [APACS PI 5.2]	-2%	G	-4.5%
4b	The number of criminal networks disrupted	35.4	G	36.9
4c	The value of the assets recovered (cash forfeiture orders and confiscation orders) [APACS PI 8.1]	£3.75m total	R	£3.0m per month
4d	Increase sanction detections for Class A drugs trafficking offences	> 210/month	R	200
	and of these, the number for - cocaine (inc. crack)	> 136	R	134
	- heroin	> 58	R	56
4e	Reduction in the number of people killed or seriously injured for all road users [APACS PI 9.1]	< 277 ie 50% reduction on 1994-98 baseline average	G	263 per month Apr - Oct 2009
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)			
Improvement				
6a	Delivery of net cashable, efficiency and productivity gains [APACS PI 12.1]	£148.2m	G	£148.2m predicted for the year
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	14.3% (0.5 : 1)
6c	Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems)	8 systems	A	Apr - Nov 2009 & Jan 2010: 8/8 Dec: 7/8 For 2009/10, performance information will be available on eight ICT systems (performance information on all 11 systems will not be available until 2010/11).
Performance assessment key: G (green) = on/above target; A (amber) = marginally below target; R (red) = well below target				