

Indicator	2003/04 TARGET	PERFORMANCE			Current Trends
		2002/3	2003/4 PYTD	rolling 12mths	
Promotion of safer communities for Londoners					
Increase of visible police presence					
Number of police officers, PCSOs and police staff in visible posts	4% increase	16,240	17,508 +7.8%	n/a	n/a
To increase satisfaction with foot patrols	20%	14.6%		18% (Jan-Dec03)	Δ
Street crimes					
The number of recorded street crimes	10% reduction	-15.8%	-4.2%	-4.2%	✓
Burglary					
The number of recorded burglaries	4% reduction	-2.2%	-7.1%	-7.1%	✓✓
Autocrime					
The number of recorded autocrimes	7% reduction	-1.2%	-7.1%	-7.1%	✓✓
Homicide					
The percentage of homicides cleared up	83%	81.0%	97.2%	97.2%	✓✓
Gun crime					
The number of violent firearms offences	4% reduction	+3.1%	-7.8%	-7.8%	✓✓
Road traffic					
Number of road traffic casualties involving death or serious injury	4% reduction	-7.6%	-10.0% (Apr03-Jan04)	-11.2% (Feb03-Jan04)	✓✓
Percentage of victims of road traffic collisions satisfied with the police service at the scene of the collision	90%	90.5%	88.0% (Apr-Dec03)	88.6% (Jan-Dec03)	✗
To increase the security of the capital against terrorism					
Number of quality intelligence reports	increase	8143	10,843	10843	n/a
Percentage of terrorist scenes managed to a good or very good standard	90%	91.9%	94.7%	94.7%	○
Quality of service to vulnerable victim groups					
The judicial disposal rate for rape offences	25% JDs	25.0%	25.8%	25.8%	✓✓
The judicial disposal rate for domestic violence	17% JDs	16.9%	17.9%	17.9%	✓✓
The judicial disposal rate for racist crimes	18% JDs	18.6%	17.9%	17.9%	○
Percentage of victims of racist crime who are satisfied or very satisfied with police performance	70%	67.5%	66.6% (Apr-Dec03)	67.4% (Jan-Dec03)	✗✗
The Judicial disposal rate for homophobic crimes	17% JDs	18.0%	17.9%	17.9%	○
Revitalising the Criminal Justice System					
Number of offences brought to justice (ie conviction/caution/taken into consideration)	5% increase (+6183)	124610 (2001/02)		+5.9% 131,924 (Aug02 - Jul03)	
Discontinuances (i.e.prosecutions dropped and bind over)	15% reduction	43285	16287 -59.0% Apr-Dec 03		Δ
Discharged committals	35% reduction	1372	1568 +24.7%		Δ
The number of judicial disposals for total notifiable offences	n/a	+8.5%	-1.0%	-1.0%	○
Percentage of victims satisfied with police initial response to a report of a burglary of a dwelling	85%	82.8%	83.4% (Apr-Dec03)	83.2% (Jan-Dec03)	○
Percentage of victims satisfied with police initial response to a report of a violent crime	75%	71.2%	72.1% (Apr-Dec03)	72.6% (Jan-Dec03)	✓
Expanding approach to include all aspects of diversity					
The number of VEM recruits as a percentage of all police recruits	15%	10.7%	15.3%		
The number of VEM officers as a percentage of the police strength	6.6%	5.5%	6.5%		
The number of VEM PCSO recruits as a percentage of the all PCSO recruits	25%	28.8%	34.6%		
The number of VEM PCSOs as a percentage of the PCSO strength	25%	29.1%	34.8%		
The number of VEM police staff as a percentage of total police staff strength	21%	19.2%	19.7%		
Percentage of new appointments to the police strength who are female	25%	20.3%	29.3%		
The number of female officers as a percentage of the police strength	18%	16.7%	18.2%		
The number of female PCSO recruits as a percentage of all PCSO recruits	29%	26.8%	30.9%		
The number of female PCSOs as a percentage of the PCSO strength	26%	26.9%	29.8%		
Manage demands on MPS effectively					
Percentage of the public satisfied with time taken to answer a 999 call	85%	84.1% (Jul-Mar 02/03)	85.8% (Apr-Dec03)	86.1% (Jan-Dec03)	✓
Percentage of the public satisfied with police action in response to 999 calls	85%	78.3%	73.8% (Apr-Dec03)	75.1% (Jan-Dec03)	✗✗

Indicator	2003/04 TARGET	PERFORMANCE			Current Trends
		2002/3	2003/4 PYTD	rolling 12mths	
Usage of Staff and Resources					
Police strength	29,856	28,477	30,265	n/a	n/a
Police Community Support Officer (PCSO) strength	1,506	513	1,431	n/a	n/a
Maximise MPS resources and their most effective use					
The value of income generated	£2m	£1.2m	£2,048,000	n/a	n/a
The number of MPS marked vehicles	1,961	1,868	1,931	n/a	n/a
MPS integrity					
Number of complaints (recorded) per 1000 police officers	5% reduction	-16.9%	-16.1%	-16.1%	n/a
Other key performance measures					
Emergency response					
Percentage of responses to incidents requiring immediate response within local target response time (12 minutes)	n/a	72.8%	71.5%	71.5%	○
Percentage of 999 calls answered within local target response time (15 seconds)	n/a	82.3%	86.0%	86.0%	○
Stop-search					
Gap in arrest rate between white and non-white	n/a	0.4%	0.03% (Apr 03-Feb 04)	0.1% (Mar 03-Feb 04)	
Overall profile of those stopped compared with Londoners	n/a	1:2.4	1:2.5 (Apr 03-Feb 04)	1:2.5 (Mar 03-Feb 04)	
Human resources					
Number of working days lost through sickness per police officer *	9 days per year	9.6	8.5 (Apr 03-Feb 04)	8.5 (Mar 03-Feb 04)	✓✓
Number of working days lost through sickness per civilian employee *	10 days per year police staff	10.9	11.0 (Apr 03-Feb 04)	11.1 (Mar 03-Feb 04)	○
	10 days per year PCSOs	4.0	11.7 (Apr 03-Feb 04)	11.6 (Mar 03-Feb 04)	××
	18.5 days per year traffic wardens	19.7	14.5 (Apr 03-Feb 04)	15.0 (Mar 03-Feb 04)	✓✓
Recruitment processing					
Time from application to offer	n/a	45 weeks	46 weeks		
Time from offer to Hendon	n/a	11 weeks	15 weeks		
Youth Offending					
The percentage of persistent young offenders (PYOs) dealt with within two days (arrest to charge).	n/a	70.2%	66.5%	66.8%	××
The percentage of persistent young offenders (PYOs) dealt with within seven days (charge to first court listing)	n/a	75.0%	71.3%	71.8%	××
The average time for PYO arrest to sentence	n/a	83 days	79 days (Apr03-Jan04)	79 days (Feb03-Jan04)	○
The number of youth accused (%change shown)	n/a	-15.3%	-3.4%	-5.1%	○
Recruitment and Retention					
The number of police officers recruited	3,240	3,489	3362	n/a	
Percentage voluntary police leavers in first 5 years of service*	n/a	8.3%	7.1%		
Percentage voluntary police leavers in first 5 to 30 years of service*	n/a	2.2%	5.1%		
Police staff turnover (excl traffic wardens & PCSOs) % of strength in brackets.	n/a	809 (7.5%)	812 (6.7%)		
Additional information		Current Trends monitoring column key:			
* indicates annualised figures for PYTD. Λ indicates quarterly data With the exception of 'sickness' and 'civil staff turnover' strength figures are as at the end point of the period in question.		The grades are assessed following the findings by performance control charts <ul style="list-style-type: none"> ○ There has been no marked change in performance ✓✓ The trend has greatly improved ✓ The trend has made a marked improvement × The trend has made a marked deterioration ×× The trend has deteriorated greatly Where no assessment is shown this remains to be developed.			

Indicator	2003/04 TARGET	current progress
Quality of service to vulnerable victim groups		
To improve victim care and investigation in cases of domestic violence		
CSUs to have an identified partnership worker within the unit who is able to provide victims with support and appropriate referrals to other domestic violence agencies	by 31 March 2004	Currently, 10 boroughs have identified partnership workers and there are plans in place to introduce workers to a further 3 in the near future. There is a proposal for 2 other boroughs and also, one other receives some coverage from the local victim support group. This objective was written on the presumption that some funding would be made available from central government, but this money has not materialised.
Number of police officers, PCSOs and civil staff in visible posts		
Number of sites where CPS lawyers are available at point of charge	20	Awaits update.
Usage of Staff and Resources		
Development of outline strategy to manage all issues relating to the increased numbers of police staff	May-03	Governance structure for Step Change Programme now in place and Mandate signed by Deputy Commissioner. All project milestones to the end of May have been met and the action is now complete.
Development of outline programme plan to manage all issues relating to the increased numbers of police staff	end of July 2003	Following the publication of his budget guidance in June, the Mayor requested further options for growth and the Step Change Steering Group requested that the delivery of the project Initiation Document (inc Business Case for Growth and plan for delivery) should be put back to September. The Steering Group met on 18th September to agree preferred options for growth. (<i>The Steering Group is chaired by the Deputy Commissioner and is attended by Lord Harris and representatives of the Mayor's Office and GLA.</i>) Further action now appears to be dependant upon the Budget Settlement for 2004/05, but revised planning assumptions have been prepared, based upon the best information that is currently available.
Maximise MPS resources and their most effective use		
Publish 'Building Towards the Safest City'	30th April 2003	Approved by MPA Finance Committee in June 2003
Establish a database of 2003/4 partnership schemes	Jun-03	Update provided to Management Board Change Co-ordination Committee on 9th February 2004. Database development in hand and populated until end of February 2004. Still awaiting Internal Audit reports on the management of partnerships in the MPS.
Accommodation requirements for C3i at:		Certain delays in production of user specifications have been mitigated and no delay is expected in the completion of the buildings. The consequential additional costs are being assessed. Practical completion of the Hendon site building was achieved on 8th February 2004 with practical completion of the Lambeth building being achieved on 14 March 2004 both ahead of schedule.
Hendon	28/02/2004	
Lambeth	31/03/2004	
Bow	30/04/2004	
Communicate more effectively with our staff		
Boroughs, OCUs and business groups to have a communication action plan in place	31-May-03	Communication Action Plans are in place in all BOCUs, OCUs and Support Units (77 in total). Copies of CAPs have been supplied to Inspectorate and DPA. DPA are now in the process of going through the plans to identify areas of good practice. Inspectorate have developed an inspection framework and have commenced their inspection process involving an audit questionnaire and visits to selected sites.
Re-inspection of internal communications	30-Sep-03	Inspection carried out by MPS Inspectorate between 10th and 26th September, has led to a draft report which has been circulated to members of the Communications Board for comment.

Indicator	2003/04 TARGET	Current progress
Promotion of Safer Communities for London		
The number of operations aimed at disrupting organised trafficking offences	increase	Phase1 of Operation Maxim from 24th to the 29th April 03 saw 46 arrests made in 6 days. This was followed by Phase 2 which commenced on 3rd July, saw 19 arrests over a 2-day period. Further operational activity led to the arrest of four persons on 16th July 2003. The latest available update states that as at the end of February 2004, there had been a total of 54 operations aimed at disrupting trafficking offences
Quality of service to vulnerable victim groups		
Number of cases where a supervisory officer is involved at the referral stage and subsequent strategy discussions during a joint investigation with social services into a possible injury or harm to a child (recommendation 93 of Victoria Climbié Inquiry)	100% of cases	Year-to-date figure from <u>September 2003</u> is 85%. Child Protection Group are currently reviewing supervision models and on-going work regarding recruitment and retention to improve supervision levels.
Number of cases where a supervisory officer manages from the outset the investigation of serious crimes against children (recommendation 94 of Victoria Climbié Inquiry)	100% of cases	Year-to-date figure from <u>September 2003</u> is 56%. The data collection system for this measure is flawed as there is no ability in CRIS to automatically record when an investigation is subject to on-going supervision. A request has been made to DoI to assess the feasibility of providing management information.
Revitalising the Criminal Justice System		
Develop agreed standards for information and communication to witnesses and victims through the introduction of victim focus desks on boroughs	To pilot a victim focus desk, evaluate and being roll-out	
Expanding approach to include all aspects of diversity		
Develop in partnership an approach to community reassurance involving local identification of vulnerable groups	Establish four pilot sites and evaluate during 2003/4	DCC4 have established contact with all four pilot sites who have identified the communities and/or vulnerable groups that they wish to 'target' as part of the project. Further work is continuing to apply the community reassurance model to the specific needs of each borough. Work is also continuing to select the appropriate pan-London group to which DCC4 will apply the model.
Manage demands on MPS effectively		
An action plan to deliver improved accessibility	Deliver the agreed action plan by October 2003 and subsequently to attain the agreed milestones	
Usage of Staff and Resources		
Deliver key milestones of programme of devolution according to agreed timescales within project plan	Broad devolution to all remaining OCUs and BOCUs with effect from April 2003	<p>Emergency & Reactive Repairs, Cleaning, Energy, FME and Linguistics - devolved to all sites wef 1/4/03. Forensics - devolved to original 7 pathfinder sites wef 1/4/03. Service wide devolution of forensics budget planned from 1/4/04. Police Pay - devolution extended to a further 8 pathfinder sites wef 1/4/03. Ongoing evaluation of pathfinder sites as Internal Consultancy Group (ICG) are part of the project structure. ICG have completed an initial evaluation of the original 7 pathfinder sites. The evaluation report has been accepted by the Budget Devolution Project Board and 'signed off' by the Budget Devolution Steering Group. A summary of the evaluation report will be submitted to the MPA Finance Committee in November 2003. Business Support are monitoring pathfinder position on police pay to assist planning for wider devolution. Management Board have supported the recommendation not to devolve police pay to more sites in-year (2003-2004), however the budget will be devolved to a significant number of OCUs from April 2004.</p> <p>Management Board likely to decide on OCUs in December 2003. Further ICG evaluation of pathfinders will link in and follow other reviews around FRM roles (Business Support lead), F&R structure (Business Support lead) and Borough Business Manager posts (Territorial Policing lead). These reviews are in progress. MPA Internal Audit have inspected one pathfinder OCU to check on compliance of devolution business rules; the audit findings will be discussed with the OCU Commander at the end of October 2003. A summary will be submitted with the ICG evaluation report to the MPA Finance Committee in November 2003. Additional audits will be arranged at a further one or more pathfinder OCUs. Audits at non-pathfinder OCUs may be considered later. New Finance / HR workshops for Finance Managers, Personnel Managers and senior management team members who have budgetary responsibilities will be held in December 2003.</p>
Develop a Strategic Analytical Capability in the MPS		
Achievement of the minimum standards set for the police service nationally for the implementation of NIM	Implement 100% of standards to national timescales	MPS Tactical Intelligence products are now available and are subject to trial in the workplace prior to confirmation as policy. MPS Strategic Intelligence Products are still being formulated and work is still in progress around the preparation of a Service Strategic Assessment and the methodology behind the creation of a Service Control Strategy.. The National Intelligence Analyst Training (NIAT) course is now being delivered