

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	Trend	Comments
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	-	New Home Office confidence measure derived from British Crime Survey. MPS is 15th/42 in E&W and 1st/4 in MSF group.
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	stable	MPS is 15th/42 in England & Wales and 1st/4 in MSF group.
2a	User satisfaction with overall service [APACS PI 1.1]	80%	A	77.7% Year to Mar-09	stable	2008/09 quarterly performance varied between 76% [Jul - Sep] and 78% [Oct - Dec]. MPS is last in its MSF group.
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	volatile	Confidence interval for survey result is 1.6% pts so deviation from target is not statistically significant. Satisfaction gap in individual quarters of 2008/09 has varied between 3 pp [Apr - Jun] and 6 pp [Jul - Sep]
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	stable	
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%	-ve	Over first two months of 2009/10 MSV and AWI have increased by 4.7% (Apr-May 2009 vs Apr-May 2008)
3b	The number of knife crimes per 1,000 population [APACS PI 5.6]	-5.6%	G	-10.7%	stable	MPS is last in its MSF group for the 9 months to Dec-08.
3c	Percentage of Most Serious Violence offences brought to justice [APACS PI 6.1] (SD rate as proxy)	32%	A	30.7%	-	SD rate for YTD (Apr-May 2009) is 27.0%
3d	The percentage of serious sexual offences brought to justice [APACS PI 6.4] (SD rate as proxy)	31%	A	29.9%	stable	SD rate for YTD (Apr-May 2009) is 24.5%
4a	Serious acquisitive crime rate [APACS PI 5.2]	-2%	G	-6.4%	+ve	Res. burglary is up by 1.2% (730 offences), robbery down 8.4% (3,016) and MV crime down 9.6% (11,308) over the rolling year to May-09. MPS is third in its MSF group for the year to May-09
4b	The number of criminal networks disrupted	425	A	397	variable	An average of 31.5 disruptions were agreed in Apr -May 2009 against target monthly average of 35.4
4c	The value of the assets recovered (cash forfeiture orders and confiscation orders) [APACS PI 8.1]	£45m total	G	£54.4m	+ve	The average value of assets recovered Apr - May 2009 was £3.2m against target monthly average of £3.75m
4d	Increase sanction detections for Class A drugs trafficking offences	> 2,516	R	2,312	-ve	Average of 169 SDs in Apr - May 2009 against target monthly average of 210
	and of these, the number for - cocaine (inc. crack)	> 1,636	R	1,471	-ve	Average of 107 SDs in Apr - May 2009 against target monthly average of 136
	- heroin	> 697	A	673	stable	Average of 53 SDs in Apr - May 2009 against target monthly average of 58
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	+ve	
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 (Apr - Jun) 2009/10 to be first reported to Investment Board on 26th Aug).
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)	-ve	Down from 16.2% for 2008/09. See paragraph 9-10 of covering report.
6c	Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems)	8 systems	G	8/8 to Mar-09	-	Currently reported on a quarterly basis. 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