

2009/10 Policing Plan Corporate Measures

Data is for the year to date (Apr - Sep 2009) unless otherwise stated

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

| Reference | Indicator | 2009/10 Target | YTD (April - Sept. 2009) | RAG |
|-------------------|---|------------------|--------------------------|-----|
| Confidence | | | | |
| CM1 | Percentage of people who agree that the police are dealing with things that matter to the Community (BCS) Quarterly data for rolling year to Mar-09. MPS is 2 nd /4 in MSF group and 20 th /42 nationally. | Tracking measure | 54.2% | N/A |
| CM2 | The extent to which Londoners feel informed about what the police in LONDON AS A WHOLE have been doing over the last 12 months (PAS % who feel very or fairly well informed) Quarterly data for rolling year to Sep-09 | >75% | 76% | G |
| CM3 | Average time to investigate public complaints Rolling year to Sep-09 | 64 working days | 68 w/days | A |
| CM4 | Safer Neighbourhood teams - time spent on ward duties as a percentage of work hours Rolling year to Aug-09. Note this is a measure of the time spent on Ward duties, rather than of the time visible on Wards. | 80% | 96.1% | G |
| CM5 | Percentage of people who have heard about their local Safer Neighbourhood policing team (PAS) Quarterly data for rolling year to Sep-09. A range of communication activities to raise awareness of Safer Neighbourhoods teams, what they do and how to contact them are being co-ordinated by the central SN media and communications team, DPA, TP press office and boroughs. Activities planned for 09/10 include: <ul style="list-style-type: none"> · SNT newsletters to every household and business · SNT web pages containing contact details, priorities, team photos, ward map, news and newsletters plus forthcoming events · A pan-London advertising campaign in late 2009 | 45% | 34% | R |
| CM6 | Percentage of 999 calls answered within 10 seconds | 90% | 90.0% | G |
| CM7 | Percentage of non-emergency calls answered within 30 seconds | 90% | 91.5% | G |
| CM8 | Percentage of emergencies attended within 12 minutes The MPS implemented the National Call Handling Standards (NCHS) in May-09, which changes the criteria for call grading. Since performance prior to this date will not be in line with the new standard, data shown here is for five months only (May-Sep 2009). | 75% | 72.3% | A |
| CM9 | Percentage of victims updated at least once every 28 days about the progress of their case Monthly snapshot of victims updated within 28 days as at end Aug-09. The 100% target represents the stretching ambition documented in our Policing Pledge. Performance has improved by 23% points since the beginning of 2008/09: 64% as at Apr-08. | 100% | 87% | R |
| CM10 | Percentage of comments received through Your Voice Counts acknowledged within 24 hours | 100% | 95.1% | A |

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|---------------|---|---|--|-----|
| Safety | | | | |
| CM11 | The number of gun crimes per 1,000 population [APACS PI 5.5] MPS ranks 4th in MSF group for 12 months to July '09 | 3% reduction | 17.0% increase (up by 252 offences) | R |
| CM12 | Percentage of domestic violence offences that result in an arrest | 70% | 73.1% | G |
| CM13 | Rape sanction detection rate MPS ranks 3rd/4 in MSF group for serious sexual offences SD rate | 36.9% | 27.1% | R |
| CM14 | Homicide overall detection rate | 85% | 96.6% | G |
| CM15 | Reduction in the number of under 20 year olds becoming victims of serious youth violence (most serious violence and weapon enabled crime) | 4.7% reduction | 4.8% reduction (172 fewer victims) | G |
| CM16 | Sanction detection rate for child abuse offences | 20% | 28.0% | G |
| CM17 | Percentage of serious acquisitive offences brought to justice (SD rate as proxy) [APACS PI 6.2] MPS ranks 4th/4 in MSF group. | 11.8% | 10.2% | R |
| CM18 | Racist crime sanction detection rate | 42% | 40.6% | A |
| CM19 | Homophobic crime sanction detection rate | 44% | 39.9% | A |
| CM20 | The number of cases where assets are restrained or cash seized Performance for 2008/09 was higher than anticipated (2,881 cases against target of 2,500) and thus the target of a 10% increase on 2008/09 is a greater challenge than originally expected. Since 2006/07 there has been a large and sustained increase in new cases where assets were restrained or cash seized (2006/07: 954, 2007/08: 2,278). Since on average, cases take around 3 years to conclude we are seeing a levelling off of new cases that can be undertaken within current resources. SCD have reassessed the likely performance for 2009/10, based on current staffing levels, and think it may be in the region of 2,600. Achievement of this target may therefore be at risk. | 264 per month (10% increase on 2008/09) | 181 per month | R |
| CM21 | Children killed or seriously injured in road traffic accidents Data for Apr to Jun 2009. MPS ranks 1st/4 in MSF group for 3 months to Dec-08. | Reduce child KSIs by 60% by 2010 (baseline 934) ie < 31 casualties per month | 22 per month | G |
| CM22 | Percentage of calls to the Anti-Terrorist 'Hotline' answered within set time | 85% | 98.7% | G |
| CM23 | Number of terrorist networks disrupted - as assessed by the national assessment panel (in development - disruptions agreed by MPS panel used as proxy) | No target | 0 | N/A |
| CM24 | To provide an initial assessment of relevant intelligence reports within 5 days of receipt | 100% | 100% | G |
| CM25 | Number of intrusions to the agreed secure area of a Royal Residence Year to date to Aug-09 | No intrusions (0) | 0 | G |
| CM26 | Percentage of partners surveyed expressing satisfaction with the service provided by the Counter Terrorism Security Advisors Year to date to Aug-09 | 90% | 100% | G |
| CM27 | Explosives Officers to attend improvised explosive device calls in the MPS within set time | 95% | 100% | G |
| CM28 | Services of explosives officers to be assessed as 'satisfactory' Data for rolling year to Aug-09 | 85% | 100% | G |
| CM29 | Suspected or actual terrorist incidents to achieve a rating of 'appropriate' for scene management | 90% | 90.9% | G |

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| Improvement | | | | |
| CM30 | PURE (Police Use of Resources Evaluation) from Audit Commission (AC) annual While "2" is defined as 'adequate', the AC has said that the 2008/09 assessment was much harder than previously since organisations had to show improved performance to maintain current scores and so the MPA/MPS' s 2 represents a real improvement. It also stated that the national trend for PURE was downward | Overall score of 3 | 2 | R |
| CM31 | Reduction in Tonnes of CO2 emissions from buildings, transport & air travel (short and long haul) MPA/S Environment Report 2008/09 pub Sept '09 - carbon emissions from buildings, transport and operational air travel decreased by 0.3% in 2008/09 vs baseline year 2005/06. More information on MPS environmental performance in the report | 10% by 2010 (baseline 2005/06) | 2009/10 data not due to be published until 2010/11. | |
| CM32 | Percentage of female police officers compared to the overall force strength [APACS PI 3.2] MPS data as at end Sep-09. MPS ranks 4th/4 in MSF group and 41st/43 nationally, with the range being between 20.9% & 32.1% and the national average 25.2% (MSF data as at June-09). | 22% | 22.8% | G |
| Percentage of a) police officers of inspector rank and above and b) police staff at Band C and above that are i) female ii) BME: Data as at end Sep-09 | | Increase on 2008/09: | | |
| CM33 | a) Police Officers i) female | a i) > 12.3% | 12.7% | G |
| | ii) BME | a ii) > 4.2% | 4.3% | G |
| | b) Police Staff i) female | b i) > 41.8% | 42.3% | G |
| | ii) BME | b ii) > 10.6% | 10.7% | G |
| Percentage of working hours lost to sickness for police officers [APAC PI 13.1] and for police staff [APACS PI 13.2] MPS data for rolling year to end July-09; MSF comparison to Mar-09. Note that, in line with target, performance is shown as days lost to sickness: | | See targets below: | | |
| CM34 | Working days lost to sickness - police officers MPS ranks 2nd/4 in MSF group and 10th/40 nationally | Police Officers 6.5 days | 6.9 days | A |
| CM35 | Working days lost to sickness - police staff MPS ranks 2nd/4 in MSF group and 14th/40 nationally for all police staff | Police staff 8.7days | 9.4 days | A |
| CM36 | Working days lost to sickness - PCSOs | PCSOs 7.8 days | 8.7 days | R |
| CM37 | Working days lost to sickness - Traffic Wardens The MPS no longer recruits Traffic Wardens as Local Authorities have taken on their enforcement responsibilities. Accordingly the number of MPS Traffic Wardens is decreasing - just 293 were employed at the end of March'09. Leavers have typically not included those wardens with long-term sickness which means that the proportion of remaining wardens with long-term sickness is rising. This trend is likely to continue and, as the pool of wardens grows smaller, these figures will be increasingly susceptible to variation. The MPS Absence Management Policy assists managers to reduce absence and ensure that all sick wardens receive appropriate support. | Traffic Wardens 11.5 days | 16.4 days | R |
| CM38 | Success rate for Trials and Hearings Quarterly data for the year to date to Sep-09 | 65% | 100% | G |