

## 2009/10 Policing Plan Corporate Measures

Data is for the year to date (Apr - Oct 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 (Apr - Oct 2009)	R A G
<b>Confidence</b>				
CM1	Percentage of people who agree that the police are dealing with things that matter to the Community (BCS) <a href="#">Data for rolling year to Jun-09 (reported quarterly). MPS is 2<sup>nd</sup>/4 in MSF group and 22<sup>nd</sup>/42 nationally.</a>	Tracking measure	54.6%	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) <a href="#">Data for rolling year to Sep-09 (reported quarterly)</a>	>75%	76%	G
CM3	Average time to investigate public complaints <a href="#">Rolling year to Oct-09</a>	64 working days	69 w/days	A
CM4	Safer Neighbourhood teams - time spent on ward duties as a percentage of work hours <a href="#">Year to Date to Sep-09. Note this is a measure of the time spent on Ward duties, rather than of the time visible on Wards.</a>	80%	96.1%	G
CM5	Percentage of people who have heard about their local Safer Neighbourhood policing team (PAS) <a href="#">Data for rolling year to Sep-09 (reported quarterly). A range of SNT communication activities are being co-ordinated by the central SN media and communications team, DPA, TP press office and boroughs.</a>	45%	34%	R
CM6	Percentage of 999 calls answered within 10 seconds	90%	90.5%	G
CM7	Percentage of non-emergency calls answered within 30 seconds	90%	92.0%	G
CM8	Percentage of emergencies attended within 12 minutes <a href="#">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 six months only (May-Oct 2009).</a>	75%	73.1%	A
CM9	Percentage of victims updated at least once every 28 days about the progress of their case <a href="#">Monthly snapshot of victims updated within 28 days as at end Oct-09. The 100% target represents the stretching ambition documented in our Policing Pledge. Performance has improved by 28% points since Apr-08 (64%).</a>	100%	92%	A
CM10	Percentage of comments received through Your Voice Counts acknowledged within 24 hours	100%	95.7%	A

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 (Apr - Oct 2009)	R A G
<b>Safety</b>				
CM11	The number of gun crimes per 1,000 population [APACS PI 5.5] <a href="#">MPS ranks 4th/4 in MSF group for 12 months to Aug-09</a>	3% reduction	16.8% increase (up by 290 offences)	R
CM12	Percentage of domestic violence offences that result in an arrest	70%	74.3%	G
CM13	Rape sanction detection rate <a href="#">MPS ranks 3<sup>rd</sup>/4 in MSF group for serious sexual offences SD rate for 12 months to Sep-09</a>	36.9%	25.7%	R
CM14	Homicide overall detection rate	85%	91.3%	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	3.5% reduction (143 fewer victims)	A
CM16	Sanction detection rate for child abuse offences	20%	27.2%	G
CM17	Percentage of serious acquisitive offences brought to justice (SD rate as proxy) [APACS PI 6.2] <a href="#">MPS ranks 4th/4 in MSF group for 12 months to Sep-09</a>	11.8%	10.2%	R
CM18	Racist crime sanction detection rate	42%	41.6%	A
CM19	Homophobic crime sanction detection rate	44%	42.7%	A
CM20	The number of cases where assets are restrained or cash seized <a href="#">Performance for 2008/09 was higher than anticipated (2,881 cases vs 2,500 target) and thus target of a 10% increase on 2008/09 is a greater challenge than originally expected. Since 2006/07 there has been a large increase in new cases. Since on average, cases take around 3 years to conclude, there is a levelling off of new cases that can be undertaken within current resources.</a>	264 per month (10% increase on 2008/09)	192 per month	R
CM21	Children killed or seriously injured in road traffic accidents <a href="#">Data for Apr to Jul 2009. MPS ranks 2st/4 in MSF group for 6 months to Mar-09.</a>	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%	98.8%	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 <a href="#">Year to date to Oct-09</a>	No intrusions (0)	0	G
CM26	Percentage of partners surveyed expressing satisfaction with the service provided by the Counter Terrorism Security Advisors <a href="#">Year to date to Aug-09</a>	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' <a href="#">Data for rolling year to Aug-09</a>	85%	100%	G
CM29	Suspected or actual terrorist incidents to achieve a rating of 'appropriate' for scene management	90%	92.7%	G

Data is for the year to date (Apr - Oct 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 (Apr - Oct 2009)	R A G
<b>Improvement</b>				
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 Oct-09. MPS ranks 4 <sup>th</sup> /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%	22.9%	G
Percentage of <b>a)</b> police officers of inspector rank and above and <b>b)</b> police staff at Band C and above that are i) female ii) BME: Data as at end Oct-09		Increase on 2008/09:		
CM33	a) Police Officers i) female	a i) > 12.3%	12.8%	G
	ii) BME	a ii) > 4.2%	4.3%	G
	b) Police Staff i) female	b i) > 41.8%	42.4%	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 Sep-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 2 <sup>nd</sup> /4 in MSF group and 10 <sup>th</sup> /40 nationally	Police Officers 6.5 days	6.9 days	A
CM35	Working days lost to sickness - police staff  MPS ranks 2 <sup>nd</sup> /4 in MSF group and 14 <sup>th</sup> /40 nationally for all police staff	Police staff 8.7days	9.3 days	A
CM36	Working days lost to sickness - PCSOs  PCSO sickness levels peaked in Jan-05 at 12.3 days but have been improving since then. Most common reason for PCSO sickness is muscular-skeletal (27.5% of PCSO days). Patrolling staff would be expected to have higher sickness levels than office based staff. A study of assaults (over 12 mths to Apr-08) indicated a higher proportion of PCSOs being assaulted compared to other bands/roles. A working group has been formed to consider recommendations from this report and will report to Management Board in due course.	PCSOs 7.8 days	8.8 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. 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.	Traffic Wardens 11.5 days	15.8 days	R
CM38	Success rate for Trials and Hearings  Quarterly data for the year to date to Sep-09	65%	100%	G