

Key Performance Indicator		Latest Performance*		
*British Crime Survey (BCS) data is for the rolling year to Jun-10; Public Attitude Survey (PAS) data is for the rolling year to Sep-10; and User Satisfaction Survey (USS) data is for the financial year to Sep-10 - ranks apply to the BCS data				
Confidence	KPI 1 Local Police Doing a Good Job	Percentage of people who agree that the police are dealing with things that matter to the community: BCS (APACS PI 2.3 diagnostic 6) MPS is 1st/4 in MSF PAS (Q62)	57.7% 66%	
		Percentage of people who think the police in their area are doing a good job: BCS (APACS PI 2.3) MPS is 1st/4 in MSF PAS	59.5% 65%	
		Percentage of people who perceive a high level of anti-social behaviour in their local area: BCS (APACS PI 4.1) MPS is 4th/4 in MSF PAS (Q10)	19.4% 12%	
		Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area: BCS (APACS PI 4.2) MPS is 4th/4 in MSF PAS (Q10)	29.2% 17%	
		Percentage of people who perceive drug use or drug dealing to be a problem in their local area BCS (APACS PI 4.3) MPS is 3rd/4 in MSF PAS (Q10)	31.4% 18%	
		The percentage of people who agree that the police effectively tackle drug dealing and drug use PAS (Q79)	58%	
		The percentage of people who agree that the Metropolitan Police provide a visible patrolling presence PAS (Q79)	65%	
		The percentage of people who see the police patrolling on foot or bicycle (daily / weekly) * and on last occasion, % seen patrolling on their own	58% 11%	
		The percentage of people who agree that the police engage (very well) with all members of the public PAS (Q79)	61%	
		Percentage of people who agree that the police and local council seek people's views on anti-social behaviour and crime issues that matter in their area: BCS (APACS PI 2.1) MPS is 1st/4 in MSF PAS (Q74a)	52.5% 48%	
		The extent to which Londoners feel informed about what the police in THIS AREA have been doing over the last 12 months: PAS (Q131)	64%	
		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 (Q133)	76%	
		KPI 2 User Satisfaction	Percentage of people who are satisfied with how easy it was to contact the police (when a victim or witness) USS (Q7)	92.9%
			Percentage of people who are satisfied with the way they were treated by the police officers and staff who dealt with them USS (Q31)	88.2%
Percentage of people who agree that the police would treat you with respect if you had contact with them PAS (Q62b)	80%			
Percentage of people who agree that the police respond to emergencies promptly PAS (Q79b)	73%			
Response times for i) I call and ii) S call <i>(Data Apr -Oct 2010)</i>	i) 81.2% ii) 88.3%			

* not necessarily single patrol (performance shown in previous versions of Appendix 2 not solely single patrol)

Key Performance Indicator Performance for Year to Date (YTD: Nov-10) unless otherwise stated		YTD (Apr-Nov 2010) * to 05.12.10
KPI 3 Reducing Serious Acquisitive Crime	The number of motorists disqualified at court (to Oct-10)	2,529
	The number of PG9 vehicle prohibition notices served on unroadworthy vehicles (to Oct-10)	1640
	The i) number of reported business crimes and ii) sanction detection rate (definition excludes fraud)	i) 53,848 33.9%
	The i) number* of and ii) value** of asset seizures: * Number of cases where assets identified for seizure (cash seizures and restraints) ** Value of cash forfeiture orders and confiscation orders (APACS 8.1)	i) 1,172 ii) £18.6 million
	The (total) number of outstanding named suspects on CRIS (TP scorecard)	3415*
KPI 4 Reducing Violence	The i) number of commercial robbery offences with firearms and ii) sanction detection rate	i) 351 ii) 51.6%
	The i) number of reported serious sexual offences and ii) the sanction detection rate	i) 5432 ii) 22.3%
	The percentage of rape victims satisfied that police took appropriate action when dealing with their case	86% (42 out of 49) July - Sept
	The i) total number of reported rapes and ii) the sanction detection rate for Stranger 1 and iii) 2 (the offender has no prior contact with the victim or they are briefly known to one another)	i) 2,206 ii) 25.3% iii) 19.4%
	Sanction detection rate for child rape offences	28.2%
	The i) number of other sexual offences ii) sanction detection rate	i) 1556 ii) 31.1%
	Percentage change in young people (under 20 year olds) becoming victims of serious youth violence (Apr-Nov 09 vs Apr-Nov 10)	+0.2%
	Sanction detection rate for child abuse (Emotional, Physical, Sexual and Neglected) offences	26.1%*
	Sanction detection rate for all intra-familial offences	data awaited
	The i) number of racist & religious hate crimes and ii) sanction detection rate	i) 6209 ii) 47.8%
	The i) number homophobic crime and ii) sanction detection rate	i) 959 ii) 50.7%
	The number of criminal networks disrupted	292
	The number of sanction detections for Class A drugs trafficking, and of these the number for i) Cocaine and ii) Heroin supply	1,526 i) 981 ii) 452
The number of sanction detections for cannabis production offences	537	
KPI 5 Reducing Lives Lost	Children killed or seriously injured in road traffic collisions (Monthly average Apr - Aug 2010)	22 per month
	The i) number of youth homicides (excl. infanticide; inc. corporate manslaughter) and ii) detection rate (to Oct-10: detections and homicides may come from different periods hence rate can be over 100%)	i) 16 ii) 92%
	Number of terrorist networks disrupted as assessed by the national assessment panel - MPS figures used here as a proxy	4
	The percentage of people who agree that the police service does a good job in preventing terrorism PAS (Q79a). Data for rolling year to Sep-10.	78%
KPI 6 Delivering a Safe and Secure Olympics	The percentage of people who agree that the Metropolitan Police Service does a good job in policing major events in London PAS (Q79a). Data for rolling year to Sep-10.	80%

		Key Performance Indicator * Performance for period as specified below	Latest Performance*
Improvement	KPI 7 Efficient Use of our Assets	Police Use of Resources (PURE) score from the Audit Commission	PURE cancelled by the Government
		HMIC Rounded Assessment Score (Report Card) <i>(CHI SS4: Annual - same as last report, next update March 2011)</i>	Local crime and policing: Fair Protection from serious harm: Excellent Confidence and Satisfaction: Fair
		The percentage of SIP programmes on track to agreed timescale (milestones on time) OR Cashable efficiencies	not available
		Information Communications and Technology: Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems) <i>(CHI SS29: data for Q2 2010/11)</i>	Average 10systems per month
		The percentage of selected Operational Command Units achieving a data quality score of excellent or good for combined CRIS, Custody and STOPS data <i>(CHI VS22: data for Q2 2010/11)</i>	93%
		Estates: Percentage occupancy utilisation across the MPS estate	Not Available
		Carbon footprint: Percentage change in total tonnes of CO2 emissions from i) buildings, ii) vehicles & iii) operational air travel (CHI VS8) <i>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.</i>	169,300
		Procurement: Number of (successful) supplier challenges following procurement process <i>(CHI SS20: data for Q2 2010/11)</i>	0
		Staff welfare: Percentage of respondents to the 'Your Views Count' (MPS employee) survey that agree/strongly agree that they are treated with fairness and respect <i>(CHI VS13: data for Q1 2010/11)</i>	65%
		Leadership: Percentage of Your Views Count respondents saying that they agree/strongly agree that their line manager leads by example <i>(CHI L2: data for Q1 2010/11)</i>	63%
		Training: Percentage of Your Views Count respondents saying that they agree/strongly agree that "I am trained to fulfil my current role" <i>(CHI SC14: data for Q2)</i>	70%
		The percentage of recruits brought into the MPS who undertake foundation training within agreed timescales <i>(to Jul-10)</i>	100%
		Civil actions and employment tribunals: Success (for the MPS) rate for Trials and Hearings <i>(data for Q1/2 2010/11)</i>	81%
	Public complaints: Average time to investigate public complaints - target 64 days: <i>MPS figures (Apr - Nov 2010)</i>	Avg 52 days	
	KPI 8 Maximising Use of Warranted Officers	Percentage of a) police officers of inspector rank and above & b) police staff at band C and above that are i) female ii) BME <i>(to Nov-10)</i>	a) Police Officers i) female 13.7% ii) BME 4.4%
			b) Police Staff i) female 42.8% ii) BME 10.9%
		Percentage of female police officers compared to the overall force strength <i>(as at Nov-10)</i>	23.3%
		Working days lost to sickness for police officers and for police staff <i>(for the 12 months to Oct-10):</i>	
		Working days lost to sickness - per police officer <i>MPS ranks 1st/4 in MSF group and 8th/40 nationally (data for year to Sept-09)</i>	6.8
		Working days lost to sickness - per police staff <i>MPS ranks 3rd/4 in MSF group and 17th/40 nationally for all staff (data for year to Sept-09)</i>	9.4
Working days lost to sickness - per PCSO		8.9	
Working days lost to sickness - Traffic Wardens	13.3		
Special constables: Total number of MSC recruited <i>(Apr to Nov 2010)</i>	1,526		
Equalities Standard: Percentage of OCU's assessed against the Equality Standard for the Police Service achieving the baseline standard <i>(CHI SS7: annual figure)</i>	not available		