

Key Performance Indicator		Latest Performance*		
*British Crime Survey (BCS) data is for the rolling year to Sep-10; Public Attitude Survey (PAS) data is for the rolling year to Dec-10; and User Satisfaction Survey (USS) data is for the financial year to Dec-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)	58.6% 67%	
		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	60.2% 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)	20.3% 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)	29.3% 16%	
		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 joint 3rd in MSF PAS (Q10)	31.6% 18%	
		The percentage of people who agree that the police effectively tackle drug dealing and drug use PAS (Q79)	59%	
		The percentage of people who agree that the Metropolitan Police provide a visible patrolling presence PAS (Q79)	67%	
		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)	62%	
		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)	53.3% 49%	
		The extent to which Londoners feel informed about what the police in THIS AREA have been doing over the last 12 months: PAS (Q131)	65%	
		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)	74%	
		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)	93.4%
			Percentage of people who are satisfied with the way they were treated by the police officers and staff who dealt with them USS (Q31)	88.4%
Percentage of people who agree that the police would treat you with respect if you had contact with them PAS (Q62b)	82%			
Percentage of people who agree that the police respond to emergencies promptly PAS (Q79b)	76%			
Response times for i) I call and ii) S call (Data Apr -March 2011)	i) 81.7% ii) 88.8%			

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

Key Performance Indicator Performance for Financial Year to Date (FYTD: March-11) unless otherwise stated		FYTD (Apr-March 2010)
KPI 3 Reducing Serious Acquisitive Crime	The number of motorists disqualified at court	4,463
	The number of PG9 vehicle prohibition notices served on unroadworthy vehicles (<i>Apr - Feb 2010/11</i>)	2,375
	The i) number of reported business crimes and ii) sanction detection rate (definition excludes fraud)	i) 79,122 ii) 34.0%
	The i) number* of and ii) value** of asset seizures : <small>* Number of cases where assets identified for seizure (cash seizures and restraints) ** Value of cash forfeiture orders and confiscation orders (APACS 8.1)</small>	i) 2,172 ii) £37.7 million
	The (total) number of outstanding named suspects on CRIS [TP scorecard] (<i>as at 03/04/2011</i>)	3,071
KPI 4 Reducing Violence	The i) number of commercial robbery offences with firearms and ii) sanction detection rate	i) 513 ii) 47.8%
	The i) number of reported serious sexual offences and ii) the sanction detection rate	i) 8,012 ii) 21.6%
	The percentage of rape victims satisfied that police took appropriate action when dealing with their case	89% (66 out of 70) Jan - March
	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) 3,312 ii) 25.5% iii) 17.2%
	Sanction detection rate for child rape offences	28.4%
	The i) number of other sexual offences ii) sanction detection rate	i) 2,218 ii) 30.5%
	Percentage change in young people (under 20 year olds) becoming victims of serious youth violence (<i>Apr-Mar 09/10 vs Apr-Mar 10/11</i>)	+1.2%
	Sanction detection rate for child abuse (Emotional, Physical, Sexual and Neglected) offences	26.4%
	Sanction detection rate for all intra-familial offences	data awaited
	The i) number of racist & religious hate crimes and ii) sanction detection rate	i) 8,790 ii) 50.2%
	The i) number homophobic crime and ii) sanction detection rate	i) 1,325 ii) 54.5%
	The number of criminal networks disrupted	500
	The number of sanction detections for Class A drugs trafficking, and of these the number for i) Cocaine and ii) Heroin supply	2,290 i) 1,477 ii) 680
The number of sanction detections for cannabis production offences	772	
KPI 5 Reducing Lives Lost	Children killed or seriously injured in road traffic collisions (<i>Monthly average Apr - Sep 2010</i>)	21 per month
	The i) number of youth homicides (aged 1 - 19; excl. infanticide; inc. corporate manslaughter) and ii) detection rate (<i>to March-11: detections and homicides may come from different periods hence rate can be over 100%</i>)	i) 26 92%
	Number of terrorist networks disrupted as assessed by the national assessment panel - MPS figures used here as a proxy (April to November)	19
	The percentage of people who agree that the police service does a good job in preventing terrorism PAS (Q79a). <i>Data for rolling year to Dec-10.</i>	84%
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). <i>Data for rolling year to Dec-10.</i>	86%

		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)</i>	Next update April 2011
		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 Q3 2010/11)</i>	11 Systems
		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 Q3 2010/11)</i>	96%
		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>MPS/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 Q3 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 Q3 2010/11)</i>	63%
		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 Q3 2010/11)</i>	61%
		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 Q3 2010/11)</i>	68%
		The percentage of recruits brought into the MPS who undertake foundation training within agreed timescales <i>(to Jul-10, recruitment currently paused)</i>	100%
		Civil actions and employment tribunals: Success (for the MPS) rate for Trials and Hearings <i>(data for Q1-3 2010/11)</i>	88%
		Public complaints: Average time to investigate public complaints - target 64 days: <i>MPS figures (Apr - Feb 10/11)</i>	Avg 51 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>(as at March 2011)</i>	a) Police Officers i) female	14.2%
		ii) BME	4.4%
	Percentage of female police officers compared to the overall force strength <i>(as at March 2011)</i>	b) Police Staff i) female	42.9%
		ii) BME	10.9%
	Working days lost to sickness for police officers and for police staff <i>(for the 12 months to Dec 2010):</i>	Working days lost to sickness - per police officer <i>MPS ranks 1st/4 in MSF group and 7th/43 nationally (data for year to Sept-10)</i>	6.8
		Working days lost to sickness - per police staff <i>MPS ranks 3rd/4 in MSF group and 21th/43 nationally for all staff (data for year to Sept-10)</i>	9.6
Working days lost to sickness - per PCSO		9.0	
Working days lost to sickness - Traffic Wardens		12.1	
Special constables: Total number of MSC recruited <i>(Apr to Mar 10/11)</i>	2,399		
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		