



Monthly Performance Information – May 2006

This note is an example of the combined performance information, showing both ‘hard’ crime figures and information regarding the experiences and perceptions of Londonders and MPS customers, which will be made available to members as required.

Prepared for the MPA Full Authority Meeting: April-May 2006 compared to April-May 2005

					Sanction Detections	
	Apr-May 06	Apr-May 05	Difference	% Change	Apr-May 06	Apr-May 05
Total Notifiable Offences	159,346	170,202	-10,856	-6.4%	18.1%	15.5%
BCS Comparator crime	94,681	98,457	-3,776	-3.8%	5.2%	10.0%
Burglary Dwelling	9,614	9,891	-277	-2.8%	15.9%	17.9%
Robbery	8,168	7,754	+414	+5.3%	12.4%	11.4%
Motor Vehicle Crime	24,094	23,524	+570	+2.4%	6.3%	6.8%
Gun Enabled Crime	511	690	-179	-25.9%	13.7%	23.5%
Trident Gun Crime	30	46	-16	-34.8%	20.0%	21.7%
Homicide	33	23	+10	+43.5%	N/A	N/A
Road Fatalities (Apr-Jan)	187	174	13	+7.5%	N/A	N/A
Violent Crime	41,856	43,854	-1,998	-4.6%	23.2%	20.2%
<i>Hate Crime:</i>						
Domestic Violence	9,881	10,231	-350	-3.4%	31.8%	22.9%
Racist Crime	1,780	1,898	-118	-6.2%	24.5%	16.9%
Homophobic Crime	204	200	+4	+2.0%	12.7%	17.0%

Public Satisfaction Information

Crime Victim Survey

Satisfaction with...	2005/6	2004/5	Change
...making contact	86%	82%	+4%
...action taken	77%	64%	+13%
...being kept informed	59%	48%	+11%
...treatment by staff	92%	86%	+ 6%
Overall service received	79%	68%	+11%
Overall service received (victims of racist incidents)	73%	59%	+14%
White victims overall	80%	70%	10%
BME victims overall	73%	63%	10%
Gap	7%	7%	0% (Gap has not changed)

British Crime Survey

	Yr ending Dec 05	Yr ending Dec 04	Change*
Satisfaction with local policing	53%	52%	+1%
Fear of crime (burglary)	18%	17%	+1%
Fear of crime (car crime)	18%	19%	- 1%
Fear of crime (violence)	26%	25%	+1%
Perception (anti-social behaviour)	26%	27%	- 1%
Perception (drugs)	31%	32%	- 1%

*Change highlighted in green is statistically significant



Public Attitude Survey

	2005/6	2004/5	Change
Confidence in policing (local)	58%	52%	+6%
Confidence in policing (London)	64%	53%	+11%
Satisfaction with policing (local)	63%	54%	+9%
Importance of knowing a local police officer	88%	77%	+11%
Feeling informed about local police activity	45%	35%	+10%
Community relations between police and public very / fairly good	71%	63%	+8%

Anti Social Behaviour Survey

This is a new survey and the first results will be available in August.

Safer Neighbourhoods Survey

Safer Neighbourhoods surveying takes place in the first quarter of the year, with this year's surveys currently underway. Results will be reported in the autumn.

Other London surveys

There are no new results for members' information this month.

Summary

Headlines from crime statistics

- Total notifiable offences are down 6.4%
- BCS comparator crime is down 3.8%
- Residential burglary is down 2.8%
- Robbery has increased by 5.3%
- Motor vehicle crime has increased by 2.4%
- Gun enabled crime has fallen by 25.9%
- Trident gun crime has decreased from 46 offences to 30 offences.
- Homicides are up from 23 to 33
- Road fatalities are thirteen higher than last year at 187 (Apr 05-Jan 2006 vs. Apr 04-Jan 2005)
- Violent Crime is down by 4.6%
- Domestic Violence has fallen by 3.4%
- Racist crime has fallen by 6.2%
- Homophobic crime is up by 4 offences, or 2.0%
- The TNO Sanction detection rate stands at 18.1%, the MPS has a 20% target.

Headlines from surveys

Crime Victim Survey

- Satisfaction has increased for all performance indicators for 2005/2006 when compared to 2004/2005.
- Overall satisfaction – has increased from 68% to 79%,
 - White victim respondents increased from 70% to 80% and



- BME victim respondents increased from 63% to 73%. However, this means white victims remain 7% more satisfied than BME victims; the MPS is working to reduce this gap to zero.
- Overall satisfaction is driven mainly by police actions and police follow-up, with police actions being the main driver.

British Crime Survey

The most recent BCS data (year to December 2005) shows the MPS at 53% satisfaction with local policing.

The BCS provides information on public perceptions of anti-social behaviour where the MPS has improved from 27% (2004/05) to 26% of people who think ASB is a problem.

Public Attitude Survey

The key findings for 2005/06 compared with 2004/05 show that:

- Confidence in policing locally has increased from 52% to 58%
- Confidence in London policing has increased from 53% to 64%
- Satisfaction with neighbourhood policing has increased from 54% to 63%

Please note: A ‘surveys explained’ document has been produced to complement this information.



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Safer Neighbourhoods Key Individual Network Survey

In May 2006, a survey of the MPS Key Individual Network took place. This involved surveying 30 individuals in 96 wards across the MPS (three wards per Borough).

These surveys are a barometer of feeling (rather than a validated random survey) focussing on those individuals who are already working with Safer Neighbourhoods Teams across the service. Aggregate results are as follows:

- 88% of people felt safe when walking alone in their local areas during the day
- 42% of people felt safe when walking alone in their local area at night
- 32% of people say that they feel safer than 12 months ago (11% say they feel a lot safer)
- 33% of people feel that the level of ASB has fallen in the last 12 months
- 77% of those surveyed were satisfied (fairly /very /completely) with local police
- 71% have noticed an increase in police presence in their local area
- 96% of those surveyed felt police were contributing towards improved community relations in their area



Public Satisfaction Information – Surveys Explained

The following information is for use as a reference document to support the performance information provided to members. It will not be re-issued every month.

The MPS has access to three types of survey information that gives us a picture of public satisfaction.

1. MPS Corporate Surveys

Crime Victim Survey

The Crime Victim Survey measures victim's satisfaction with the service they have received from the police. This has taken place since 1991. The survey was significantly redesigned to align with PPAF requirements in 2004.

The crime victim survey is a telephone survey of around 18,000 victims a year, which equates to approximately 550 victims per borough per year.

We look at satisfaction with ease of contact, police actions, follow-up, and police treatment as well as overall satisfaction with the service received.

Frequency

Crime Victim Survey data is released on a quarterly basis. The next report will include data to the end of June 2006 and results will be available to report to the September Full Authority.

Anti Social Behaviour Survey

The Anti-Social Behaviour (ASB) Survey commenced in April 2006 and measures satisfaction of those reporting ASB to the police. The aim of this survey is to identify police performance in dealing with ASB, distinct from the performance of partners. The survey will obtain feedback on satisfaction with the police contribution to the resolution and how well callers have been informed about subsequent action.

Frequency

Results will be released quarterly, with the first results available to report to the September Full Authority.

Public Attitude Survey

The public attitude survey consists of face-to-face interviews with 8000 Londoners each year. As well as information relating to satisfaction and confidence in policing, it includes questions around fear of crime, perceptions of anti-social behaviour and specific information regarding respondents' contacts with the police.

Frequency



Public Attitude Survey MPS data is released on a quarterly basis and borough data is released annually. The next report will include MPS data to the end of June 2006 and will be available to report to the September Full Authority.

Safer Neighbourhoods Survey

The aim of the Safer Neighbourhoods Survey is to evaluate the impact of introducing small teams of dedicated community police into selected Metropolitan Police area wards. Safer Neighbourhoods is expected to have an impact by:

- Improving the visibility of policing
- Reassuring the public about crime
- Improving public perceptions of policing
- Reducing levels of crime and disorder

The SNS mirrors the PAS questionnaire but takes place at ward level, with 23 wards selected as a cross-section of London's wards. The survey is now in its second year: in the first year 10 of the 23 wards had Safer Neighbourhoods teams in place.

The most recent results from the Safer Neighbourhoods Survey (2005/06) indicate that irrespective of demographic differences, victimisation and area effects (social cohesion, level of ethnic segregation and level of deprivation) respondents living in the ten Safer Neighbourhood wards are, overall:

- More satisfied with the way their neighbourhood is policed than those living in the non-Safer Neighbourhood areas.
- More likely to feel that anti-social behaviour and crime levels have improved or stayed the same over the past two years compared to residents in non-SN wards.
- More likely to have a lower level of worry about car crime, personal and property safety and to feel safer generally.
- More likely to have seen a frequent visible policing presence - although there is no evidence that Safer Neighbourhoods has had an impact on increasing informal contact between residents and the police.
- More likely to feel informed about local police activities and expect to see improvements in the way their neighbourhood is policed over the next year.

Frequency

Safer Neighbourhoods surveying takes place in the first quarter of the year, with this year's surveys currently underway. Results will be reported in the autumn.

2. Engagement tools used to collect local actionable data

Key Individual Networks

KIN Interview schedules are a corporate public engagement tool for Safer Neighbourhood (SN) teams.



As a routine part of their work in local areas, Safer Neighbourhood Police Community Support Officers/Police Officers are asked to identify a minimum of 25 key individuals within each ward as participants in identifying local problems and monitoring change. A key individual is someone who has lived or worked in the ward / neighbourhood for a long period of time. A panel of key individuals will be created enabling local SN teams to monitor change and identify problems in the area. The results are analysed by SN analysts as it provides them with another data source from which to identify priorities for the SN teams.

Safer Neighbourhoods Ward-based Internet Survey

The MPS are beginning to pilot the use of internet surveying to capture local feedback. A standardised questionnaire is being made available which asks respondents to identify any problems in their local area via an internet map of the ward in which they live, work or visit regularly. The link to the ward based survey will be accessible via the MPS website and borough websites. The links can also be emailed to respondents. Members will be kept updated as this project develops.

3. Other Surveys

British Crime Survey

The British Crime Survey (BCS) is managed by the Home Office is the national survey on which the Public Attitude Survey is modelled. The results of the BCS are used to calculate SPIs (statutory performance indicators), which feed into national performance assessments under PPAF.

Frequency

The British Crime Survey reports on a quarterly basis, with a 3-4 month delay in the release of results. 2005-06 results are due to be published in July and will be included in August's briefing.

London surveys

In addition, partner agencies carry out some surveying of Londoners, for example: GLA Mayor Annual London Survey conducted by Mori - Published: 16/01/06 (Based on 1,442 individual interviews)

Key findings:

- 8 out of 10 residents are satisfied with London as a place to live
- Concern about crime has fallen 19% since 2001,
- 62% of Londoners feel safe when walking alone in the evening
- 53% were satisfied with the police – a 13% rise on last year.

Frequency

The results from the variety of surveys will be presented to the MPA when they are available.