

Summary of Critical Performance Areas

2009/10 Critical Performance Areas				
Key Performance Indicator Performance for rolling year to Aug-09 unless otherwise stated		Target 2009/10	R A G	Latest Data
Confidence				
1a	Confidence in local policing [APACS SPI 2.2] (% people who agree that the police and local council are dealing with anti-social behaviour and crime issues that matter in their area)	51.4%	A	49.3% 12 months to Mar-09
1b	Confidence in local policing [APACS PI 2.3] (% people who think their local police do a good job)	Tracking measure		55.1% 12 months to Mar-09
2a	User satisfaction with overall service [APACS PI 1.1]	80%	A	77.3% 12 months to Jun-09
2b	Comparison of satisfaction of white and BME victims with respect to overall service [APACS PI 1.2]	3.8% pts difference	R	5.5% pts difference 12 months to Jun-09
2c	Percentage of people who agree that the police would treat you with respect if you had contact with them for any reason (PAS)	79%	A	77% 12 months to Jun-09
Safety				
3a	Most serious violence rate [APACS PI 5.1]	-4.3%	A	+0.5% Apr - Aug 2009 vs Apr-Aug 2008
	Most serious violence (MSV) and assault with injury (AWI)			+1.7% Apr - Aug 2009 vs Apr-Aug 2008
3b	The number of knife crimes per 1,000 population [APACS PI 5.6]	-5.6%	G	-11.9%
3c	Percentage of Most Serious Violence offences brought to justice [APACS PI 6.1] (SD rate as proxy)	32%	G	32.0% Apr - Aug 2009
3d	The percentage of serious sexual offences brought to justice [APACS PI 6.4] (SD rate as proxy)	31%	A	28.1%
4a	Serious acquisitive crime rate [APACS PI 5.2]	-2%	G	-5.1%
4b	The number of criminal networks disrupted	425	A	386
4c	The value of the assets recovered (cash forfeiture orders and confiscation orders) [APACS PI 8.1]	£45m total	A	£43.8m
4d	Increase sanction detections for Class A drugs trafficking offences	> 2,516	A	2,500
	and of these, the number for - cocaine (inc. crack)	> 1,636	A	1,595
	- heroin	> 697	G	755
4e	Reduction in the number of people killed or seriously injured for all road users [APACS PI 9.1]	< 3,320 ie 50% reduction on 1994-98		3,294 12 months to Mar-09
5a	Counter Terrorism measure - Enhance our Counter Terrorism capability and capacity (in development)			
5b	Planning and preparation for the London 2012 Olympics and Paralympic Games security (measure in development)			
Continuous Improvement				
6a	Delivery of net cashable, efficiency and productivity gains [APACS PI 12.1]	£113.3m	G	£113.9m forecast for the year
6b	Percentage of police officer recruits from minority ethnic groups compared to the percentage of people from minority ethnic groups in the economically active population [APACS PI 3.1]	20% of total police officer recruits (or 0.8 : 1)	R	14.9% (0.6 : 1)
6c	Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems)	8 systems	G	8/8 August / September 2009

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

Note:

No performance assessment has been made at this stage against several Critical Performance Areas (CPAs):

- For CPAs 1a and 1b this is because there is no data for 2009/10
- For CPA 4e data is provisional at this stage.