

Summary of Critical Performance Areas

| 2009/10 Critical Performance Areas - Rolling 12 Months To Nov' 09 Unless otherwise stated | | | | |
|---|--|---|-------------|--|
| Key Performance Indicator | | 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 | 50.9% 12 months to Jun-09 |
| 1b | Confidence in local policing [APACS PI 2.3] (% people who think their local police do a good job) | Tracking measure | | 56.3% 12 months to Jun-09 |
| 2a | User satisfaction with overall service [APACS PI 1.1] | 80% | A | 77.6% 12 months to Sept-09 |
| 2b | Comparison of satisfaction of white and BME victims with respect to overall service [APACS PI 1.2] | 3.8% pts difference | A | 5.1% pts difference 12 months to Sept-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 Sept-09 |
| Safety | | | | |
| 3a | Most serious violence rate [APACS PI 5.1] | -4.3% | R | +0.7% Apr - Nov 2009 vs Apr - Nov 2008 |
| | Most serious violence (MSV) and assault with injury (AWI) | | | +0.7% Apr - Nov 2009 vs Apr-Nov 2008 |
| 3b | The number of knife crimes per 1,000 population [APACS PI 5.6] | -5.6% | G | -9.9% |
| 3c | Percentage of Most Serious Violence offences brought to justice [APACS PI 6.1] (SD rate as proxy) | 32% | G | 35.5% Apr - Nov 2009 |
| 3d | The percentage of serious sexual offences brought to justice [APACS PI 6.4] (SD rate as proxy) | 31% | R | 25.7% Apr - Nov |
| 4a | Serious acquisitive crime rate [APACS PI 5.2] | -2% | G | -4.0% |
| 4b | The number of criminal networks disrupted | 425 | A | 423 |
| 4c | The value of the assets recovered (cash forfeiture orders and confiscation orders) [APACS PI 8.1] | £45m total | A | £44.1m |
| 4d | Increase sanction detections for Class A drugs trafficking offences | > 2,516 | A | 2,391 |
| | and of these, the number for - cocaine (inc. crack) | > 1,636 | A | 1,524 |
| | - heroin | > 697 | G | 727 |
| 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 | G | 3,163 12 months to August - 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] | £148.2m | G | £150.8m 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 | 14.6% (0.6:1) |
| 6c | Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems) | 8 systems | G | 8/8 FYTD to Nov 2009 |
| Performance assessment key: G (green) = on/above target; A (amber) = marginally below target; R (red) = well below target | | | | |