Introduction

This report contains;
- a note about APACS & the 2008/09 SPIs -Appendix 5,
- A summary of performance against the "critical 12" major indicators (CPAs) that are the top level measures in the Policing Plan - Appendix 6 and;
- A report on all of the measures in the Plan and the Statutory Performance Indicators (SPIs) set by the Home Office.

The information compares the target with the performance over the rolling 12 months. Due to the difficulties of obtaining data at the start of the new financial year, the results for some of the indicators have not yet become available. The rolling 12 months figure is not distorted by seasonal factors. Performance against target is shown as a traffic light.

The Home Office's iQuanta rankings (1 = best and 4 = worst) are included where relevant. The MPS is compared against its Most Similar Forces (MSF) - Greater Manchester, West Midlands and West Yorkshire.   (Merseyside was in the MSF pre 2008/09).

BCS refers to the annual British Crime Survey which asks around 50,000 respondents questions about a number of crime related topics, such as fear of crime, if they have been a victim of certain types of crime in a set period, prevalence of anti-social behaviour etc.

Change in Calculation Method For Victim Satisfaction SPIs 1.1 & 1.2

These two indicators cover victims of road traffic accidents (RTAs), burglary, violent crime, motor vehicle crime and in the case of SPI 1.2 (gap in satisfaction level by ethnicity) racist incidents. A sample of the victims is surveyed to see if they are satisfied with the service they received from the police.

Prior to 2008/09 the MPS calculated these indicators by taking all the respondents satisfied as a percentage of all respondents regardless of the proportion of victims in each category.

Because the Home Office compares police forces and satisfaction rates vary depending upon the type of crime/RTA, it calculates these indicators by averaging the satisfaction rates for each of the above categories rather than just using the overall totals. That means that forces' results are not affected by having different proportions of the above categories. The MPS is adopting the Home Office's method because of the increase in joint targets with partner agencies who use Home Office statistics.

The difference is not great for the first indicator 77.0% old way vs 76.9% Home Office method but for the second indicator the difference is 7%pt gap vs 4.8% pts gap using the Home Office method. The difference is mainly because white victims of racist incidents made up quite a small percentage (<3%) of all white victims. They now count for 20% of white victims since each crime type counts for the same proportion of the final result. As these victims are less satisfied than the other white victims they have reduced the overall white satisfaction rate.