

Indicator	2003/04 TARGET	PERFORMANCE			Current Trends
		2002/3	2003/4 PYTD	rolling 12mths	
Promotion of safer communities for Londoners					
Increase of visible police presence					
Number of police officers, PCSOs and civil staff in visible posts	4% increase	16,240	16,329 (+3.3%)	n/a	n/a
To increase satisfaction with foot patrols	20%	14.6%	Δ	14.6%	L
Street crimes					
The number of recorded street crimes	10% reduction	-15.8%	-1.4%	-15.8%	○
Burglary					
The number of recorded burglaries	4% reduction	-2.2%	-11.9%	-5.6%	✓
Autocrime					
The number of recorded autocrimes	7% reduction	-1.2%	-7.5%	-3.1%	○
Homicide					
The percentage of homicides cleared up	83%	81.0%	82.8%	78.0%	○
Gun crime					
The number of violent firearms offences	4% reduction	+3.1%	-9.1%	-1.0%	✓
Road traffic					
Number of road traffic casualties involving death or serious injury	4% reduction	-7.8%	n/a	-7.8%	○
Percentage of victims of road traffic collisions satisfied with the police service at the scene of the collision	90%	90.5%	Δ	90.5%	L
To increase the security of the capital against terrorism					
Number of quality intelligence reports	increase	5305 (April - Dec 02)	Δ		
Percentage of terrorist scenes managed to a good or very good standard	90%	91.9%	89.1%	90.3%	○
Quality of service to vulnerable victim groups					
The judicial disposal rate for rape offences	25% JDs	25.0%	20.2%	24.8%	○
The judicial disposal rate for domestic violence	17% JDs	16.9%	17.3%	17.0%	○
The judicial disposal rate for racist crimes	18% JDs	18.6%	16.2%	18.4%	○
Percentage of victims of racist crime who are satisfied or very satisfied with police performance	70.0%	67.5%	Δ	67.5%	L
The Judicial disposal rate for homophobic crimes	17% JDs	18.0%	18.3%	17.6%	○
Revitalising the Criminal Justice System					
Number of offences brought to justice (ie conviction/caution/taken into consideration)	5% increase (+6183)	2001/02	2002/03		
Discontinuances	13% reduction	43285	Δ		
Discharged committals	35% reduction	1372	Δ		
The number of judicial disposals for total notifiable offences	n/a	+8.5%	-2.5%	+6.5%	○
Percentage of victims satisfied with police initial response to a report of a burglary of a dwelling	85%	82.8%	Δ	82.8%	L
Percentage of victims satisfied with police initial response to a report of a violent crime	75%	71.2%	Δ	71.2%	L
Expanding approach to include all aspects of diversity					
The number of VEM recruits as a percentage of the all police recruits	15%	10.7%	13.2%		
The number of VEM officers as a percentage of the police strength	6.6%	5.5%	5.6%		
The number of VEM PCSO recruits as a percentage of the all PCSO recruits	25%	28.8%	53.4%		
The number of VEM PCSOs as a percentage of the PCSO strength	25%	29.1%	34.2%		
The number of VEM civil staff as a percentage of total civil staff strength	21%	19.2%	19.4%		
Percentage of new appointments to the police strength who are female	25%	20.3%	17.3%		
The number of female officers as a percentage of the police strength	18%	16.7%	16.8%		
The number of female PCSO recruits as a percentage of the all PCSO recruits	29%	26.8%	30.1%		
The number of female PCSOs as a percentage of the PCSO strength	26%	26.9%	27.3%		
Manage demands on MPS effectively					
Percentage of the public satisfied with time taken to answer a 999 call	85%	84.1% (Jul-Mar 02/03)	Δ	84.1% (Jul-Mar 02/03)	L
Percentage of the public satisfied with police action in response to 999 calls	85%	78.3%	Δ	78.3%	L

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Usage of Staff and Resources					
Police strength	29,856	28,477	28,602	n/a	n/a
Police Community Support Officer (PCSO) strength	1,506	513	628	n/a	n/a
Maximise MPS resources and their most effective use					
The value of income generated	£2m	£1.2m	£253,200	n/a	n/a
The number of MPS marked vehicles	1,961	1,868	1,903 (Apr)	n/a	n/a
MPS integrity					
Number of complaints (recorded) per 1000 police officers	5% reduction	-15.7%	-37.6%	-20.2%	n/a
Other key performance measures					
Emergency response					
Percentage of responses to incidents requiring immediate response within local target response time (12 minutes)	n/a	72.8%	72.4%	72.7%	○
Percentage of 999 calls answered within local target response time (15 seconds)	n/a	82.3%	83.4%	84.1%	○
Stop-search					
Gap in arrest rate between white and non-white	n/a	0.4%		0.4%	
Overall profile of those stopped compared with Londoners (see Note 1)	n/a	1:2.4			
Human resources					
Number of working days lost through sickness per police officer *	9 days per year	9.7	8.9	9.6	✓
Number of working days lost through sickness per civilian employee *	10 days per year civil staff	10.9	11.3	10.9	○
	10 days per year PCSOs	3.6	9.36 (Apr)	n/a	n/a
	18.5 days per year traffic wardens	19.8	16.1	19.3	✓
Recruitment processing					
Time from application to offer	n/a	45 weeks	51 weeks		
Time from offer to Hendon	n/a	11 weeks	13 weeks		
Youth Offending					
The percentage of persistent young offenders (PYOs) dealt with within two days (arrest to charge).	n/a	70.2%	67.8%	70.9%	○
The percentage of persistent young offenders (PYOs) dealt with within seven days (charge to first court listing)	n/a	75.0%	73.5%	75.6%	○
The average time for PYO charge to sentence	n/a	83 days	Λ		
The number of youth accused (% change shown)	n/a	-15.3%	-11.2%	-14.9%	○
Recruitment and Retention					
The number of police officers recruited	n/a	3,489	387	n/a	
Percentage voluntary police leavers in first 5 years of service	n/a	8.3%	6.8%	8.1%	
Percentage voluntary police leavers in first 5 to 30 years of service	n/a	2.2%	2.4%	2.3%	
Civil staff turnover (excl traffic wardens & PCSOs) % of strength in brackets.	n/a	809 (7.5%)	128.3 (1.2%)		

Additional information
 * indicates annualised figures for PYTD.
 Λ indicates quarterly data
 With the exception of 'sickness' and 'civil staff turnover' strength figures are as at the end point of the period in question.

Current Trends monitoring column key:
 The grades are assessed following the findings by performance control charts

- There has been no marked change in performance
- ✓✓ The trend has greatly improved
- ✓ The trend has made a marked improvement
- ✗ The trend has made a marked deterioration
- ✗✗ The trend has deteriorated greatly

Where no assessment is shown this remains to be developed.

Plan Priorities with deadline targets

Indicator	2003/04 TARGET	current progress
Quality of service to vulnerable victim groups		
To improve victim care and investigation in cases of domestic violence		
CSUs to have an identified partnership worker within the unit who is able to provide victims with support and appropriate referrals to other domestic violence agencies	by 31 March 2004	
Number of police officers, PCSOs and civil staff in visible posts		
Number of sites where CPS lawyers are available at point of charge	20	
Usage of Staff and Resources		
Development of outline strategy to manage all issues relating to the increased numbers of police staff	May-03	Governance structure for Step Change Programme now in place and mandate signed by Deputy Commissioner.
Development of outline programme plan to manage all issues relating to the increased numbers of police staff	end of July 2003	
Maximise MPS resources and their most effective use		
Publish 'Building Towards the Safest City'	30th April 2003	Approved by MPA Finance Committee in June 2003.
Establish a database of 2003/4 partnership schemes	Jun-03	
Accommodation requirements for C3i at:		
Hendon	28/02/2004	
Lambeth	31/03/2004	
Bow	30/04/2004	
Communicate more effectively with our staff		
Boroughs, OCU's and business groups to have a communication action plan in place	31-May-03	The majority of units have Communication Action Plans written and in place. Of those that are outstanding, most have been written but await local SMT approval.
Re-inspection of internal communications	30-Sep-03	

Plan Priorities where a Report/s are to be submitted

Indicator	2003/04 TARGET	current progress
Promotion of Safer Communities for Londoners		
The number of operations aimed at disrupting organised trafficking offences	increase	
Quality of service to vulnerable victim groups		
Number of police officers, PCSOs and civil staff in visible posts		
Number of cases where a supervisory officer is involved at the referral stage and subsequent strategy discussions during a joint investigation with social services into a possible injury or harm to a child (recommendation 93 of Victoria Climbié Inquiry)	100% of cases	
Number of cases where a supervisory officer manages from the outset the investigation of serious crimes against children (recommendation 94 of Victoria Climbié Inquiry)	100% of cases	
Revitalising the Criminal Justice System		
Develop agreed standards for information and communication to witnesses and victims through the introduction of victim focus desks on boroughs	To pilot a victim focus desk, evaluate and being roll-out	
Expanding approach to include all aspects of diversity		
Develop in partnership an approach to community reassurance involving local identification of vulnerable groups	Establish four pilot sites and evaluate during 2003/4	
Manage demands on MPS effectively		
An action plan to deliver improved accessibility	Deliver the agreed action plan by October 2003 and subsequently to attain the agreed milestones	
Usage of Staff and Resources		
Deliver key milestones of programme of devolution according to agreed timescales within project plan	Broad devolution to all remaining OCUs and BOCUs with effect from April 2003	Devolved as planned from April 2003.
Develop a Strategic Analytical Capability in the MPS		
Achievement of the minimum standards set for the police service nationally for the implementation of NIM	Implement 100% of standards to national timescales	