

09/10 Plan Ref	New reference		Target 2009/10
<b>Confidence</b>			
CM 12	CM1	Percentage of people who agree that the police are dealing with things that matter to the Community (BCS)	Tracking measure
CM 69	CM2	The extent to which Londoners feel informed about what the police in LONDON AS A WHOLE have been doing over the last 12 months	Sustain or improve performance on quarterly results
CM 71	CM3	Average time to investigate public complaints	64 working days
CM 2	CM4	Safer Neighbourhood teams - time spent on Ward duties as a percentage of work hours	80%
CM 3	CM5	Percentage of people who have heard about their local Safer Neighbourhood policing team	45%
CM 4	CM6	Percentage of 999 calls answered within 10 seconds	90%
CM 5	CM7	Percentage of non-emergency calls answered within 30 seconds	90%
CM 6	CM8	Percentage of emergencies attended within 12 minutes	75%
CM 8	CM9	Percentage of victims updated at least once every 28 days about the progress of their case	100%
CM 10	CM10	Percentage of comments received through Your Voice Counts acknowledged within 24 hours	100%