

2009/10 Critical Performance Areas					
Key Performance Indicator Performance for rolling year to Jul-09 unless otherwise stated		Target 2009/10	R A G	Latest Data	Comments
<b>Confidence</b>					
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%		49.3% 12 months to Mar-09	New Home Office confidence measure (BCS). Target shown is that agreed by MPS Confidence & Pride Board for 2009/10. PSA milestone target is 55.4% by Mar 2011, with the final target of 59.4% by Mar 2012. MPS is 14th/42 in E&W and 2nd/4 in MSF group.
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	MPS is 14th/42 in E&W and 1st/4 in MSF group.
2a	User satisfaction with overall service [APACS PI 1.1]	80%	A	77.3% 12 months to Jun-09	Down marginally from 77.7% for 2008/09. MPS is 42nd/42 in E&W and 4th/4 in MSF group for rolling year to Mar-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	Difference between target and performance (1.7% pts) is now greater than the natural margin of error for this measure (+/- 1.6% pts), confirming that target is being missed. However the MPS satisfaction gap is similar to that across E&W as a whole (5.7%)
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	MPS is 41st/42 in E&W and 4th/4 in MSF group (using BCS data)
<b>Safety</b>					
3a	Most serious violence rate [APACS PI 5.1]	-4.3%	A	+0.6% Apr - Jul 2009 vs Apr-Jul 2008	MPS is 4th/4 in its MSF group for 12 months to Jun-09.
	Most serious violence (MSV) and assault with injury (AWI)			+0.7% Apr - Jul 2009 vs Apr-Jul 2008	MPS is 3rd/4 in its MSF group for 12 months to Jun-09.
3b	The number of knife crimes per 1,000 population [APACS PI 5.6]	-5.6%	G	-10.4%	MPS is 4th/4 in its MSF group for 12 months to Mar-09.
3c	Percentage of Most Serious Violence offences brought to justice [APACS PI 6.1] (SD rate as proxy)	32%	A	31.8%	SD rate for YTD (Apr-Jul 2009) is 31.6%. MPS is 4th/4 in its MSF group for 12 months to Jun-09.
3d	The percentage of serious sexual offences brought to justice [APACS PI 6.4] (SD rate as proxy)	31%	A	28.1%	SD rate for YTD (Apr-Jul 2009) is 23.4%. MPS is 4th/4 in its MSF group for 12 months to Jun-09.
4a	Serious acquisitive crime rate [APACS PI 5.2]	-2%	G	-5.1%	Res. burglary is up by 2.6% (1,524 offences), robbery down 4.8% (1,660) and MV crime down 9.1% (10,617) over the rolling year to Jul-09. MPS is 3rd/4 in its MSF group for overall serious acquisitive crime (12 months to Jun-09).
4b	The number of criminal networks disrupted	425	A	384	An average of 34.3 disruptions were agreed in Apr -Jul 2009 against target monthly average of 35.4
4c	The value of the assets recovered (cash forfeiture orders and confiscation orders) [APACS PI 8.1]	£45m total	G	£54.4m	The average value of assets recovered Apr - Jul 2009 was £2.7m against target monthly average of £3.75m. The value in individual months varies considerably. Aug-08 and Mar-09 were particularly high, and performance may drop once these sums fall out of the rolling year. SCD are monitoring performance against a predicted outturn of £40m for 2009/10 rather than the £45m corporate target and there may be some risk of underachievement (see also Appendix 2 CM20)
4d	Increase sanction detections for Class A drugs trafficking offences	> 2,516	A	2,475	Average of 216 SDs in Apr - Jul 2009 against target monthly average of 210
	and of these, the number for - cocaine (inc. crack)	> 1,636	A	1,603	Average of 141 SDs in Apr - Jul 2009 against target monthly average of 136
	- heroin	> 697	G	715	Average of 66 SDs in Apr - Jul 2009 against target monthly average of 58
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 baseline average		3,294 12 months to Mar-09	Latest data is for 2008/09 - target of 50% reduction on 1994-98 baseline is being achieved (however figures for Jan - Mar 2009 are provisional).
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)				
<b>Improvement</b>					
6a	Delivery of net cashable, efficiency and productivity gains [APACS PI 12.1]	£142.9m (3.97%)			2008/09 efficiency savings of £147.9m against planned savings of £144.0m. Quarter 1 (Apr - Jun) 2009/10 to be first reported to MPA Finance Committee on 17th Sep.
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	15.0% ( 0.6 : 1 )	Down from 16.2% for 2008/09
6c	Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems)	8 systems	G	8/8 Q1 2009/10	Currently reported on a quarterly basis. For 2009/10, performance information will be available on eight ICT systems (performance information on all 11 systems will not be available until 2010/11).

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