

PERFORMANCE SCORECARD

Pledge Number	Pledge Topic	Indicator	Calendar Year 2008 (pre-pledge baseline)	Target	FYTD 2009/10 (Apr 09 - Jun 09)	Latest month: June 2009	Rolling 12 months to June 09
1	Treatment and access	Satisfaction with treatment (USS Q.35)	89%	N/A			88%
		Police would treat you with respect if you had contact with them for any reason (PAS 62b)	78%	79%			77%
		Satisfaction gap between white and BME victims of crime (USS)	5%	3.8%			6%
		Satisfaction with ease of contact (USS)	91%	N/A			92%
		Respond to voicemail within 2 working days. Voicemails should be retrieved within 63 hours. (Proxy measure based on list of standard BOCU functional telephone extensions)	69.7% (Dec 08)	N/A	70.4%	70.3% (May 09 70.1%)	
2	Know your SN Teams & how to contact them	Have you heard about your local Safer Neighbourhoods policing team? (PAS RQ80e)	29%	45%			33%
3	SN Teams time on core duties & solving local problems	Time spent on ward duties (Proxy - CARMS)	96.0% (Dec 08)	80%	96.2%	96.4%	96.0%
		Police dealing with things that matter to this community (PAS Q62f)	65%	N/A			65%
4	Respond to SN messages within 24 hrs	No measure available					
5	Emergency call answering, advising next steps & ETA. Emergency response within 12 minutes	999 calls within 10 seconds (CCC)	87.1%	90%	88.4%	87.1%	88.3%
		Non-emergency calls within 30 seconds (CCC)	90.5%	90%	89.5%	88.7%	89.7%
		Time frame given for attendance (USS Q.10 - telephone reporters only)	46%	N/A			34%
		Did you get to speak to someone in a reasonable time? (USS Q6.b - telephone reporters only)	94%	N/A			95%

Pledge Number	Pledge Topic	Indicator	Calendar Year 2008 (pre-pledge baseline)	Target	FYTD 2009/10 (Apr 09 - Jun 09)	Latest month: June 2009	Rolling 12 months to June 09
		Emergency calls within 12 minutes (I-calls) [Note NCHS impacts from 1 May]	65.2%	75%	69.7%	70.5%	67.9%
6	Non-emergency response & appointments	Non-emergency response within 60 mins. (Proxy measure in place of response to vulnerable victims & neighbourhood priorities).	49.5%	75%	66.3%	68.6%	57.6%
		Arrive on time for appointments in 48 hours or at convenience (USS Q.15a - respondents who arranged appointment only).	85%	N/A			84%
7	Attend public meetings monthly	Do you know what your Safer Neighbourhoods Team's priorities are? (PAS Q.133)	Awaits	N/A			18%
8	Provide monthly updates (on progress made & on local crime and policing issues).	Supply crime maps, information on specific crimes, what happened to those brought to justice, what action is being taken to make your neighbourhood safer and force performance data. No measure available.					
9	Keep victims informed of progress monthly	Satisfaction with follow up (USS Q.29)	63%	N/A			66%
		Victim updated at least once every 28 days (VCOP measure 5.9)	71% (Dec 08)	90%		88.0% (May 09 89.0%)	
10	Contact you and explain failure to keep our promises	Comments received through the MPS pledge feedback or dedicated telephone number acknowledged within 24 hours (Reward and Resolution process)		100%	92.8%	89.4%	
11	Contact RTC victims within 10 working days (CARBs)	Letter sent to RTC victim within 10 calendar days		10 days 100%	87.0%	86.0%	