

2009/10 Policing Plan Corporate Measures

Data is for the rolling year to Aug-09 unless otherwise stated

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

Reference	Indicator	2009/10 Target	Rolling 12 months	RAG
Confidence				
CM1	Percentage of people who agree that the police are dealing with things that matter to the Community (BCS) Quarterly data for rolling year to Mar-09. MPS is 2 nd /4 in MSF group and 20 th /42 nationally.	Tracking measure	54.2%	N/A
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 (PAS % who feel very or fairly well informed) Quarterly data for rolling year to Jun-09	>75%	74%	A
CM3	Average time to investigate public complaints	64 working days	69 w/days	A
CM4	Safer Neighbourhood teams - time spent on ward duties as a percentage of work hours Rolling year to Aug-09. Note this is a measure of the time spent on Ward duties, rather than of the time visible on Wards.	80%	96.1%	G
CM5	Percentage of people who have heard about their local Safer Neighbourhood policing team (PAS) Quarterly data for rolling year to Jun-09. A range of communication activities to raise awareness of Safer Neighbourhoods teams, what they do and how to contact them are being co-ordinated by the central SN media and communications team, DPA, TP press office and boroughs. Activities planned for 09/10 include: <ul style="list-style-type: none"> · SNT newsletters to every household and business · SNT web pages containing contact details, priorities, team photos, ward map, news and newsletters plus forthcoming events · A pan-London advertising campaign in late 2009 	45%	33%	R
CM6	Percentage of 999 calls answered within 10 seconds	90%	88.2%	A
CM7	Percentage of non-emergency calls answered within 30 seconds	90%	89.5%	A
CM8	Percentage of emergencies attended within 12 minutes The MPS implemented the National Call Handling Standards (NCHS) in May-09, which changes the criteria for call grading. Since performance prior to this date will not be in line with the new standard, data shown here is for three months only (Jun-Aug 2009).	75%	72.2%	A
CM9	Percentage of victims updated at least once every 28 days about the progress of their case Monthly snapshot of victims updated within 28 days as at end Aug-09. The 100% target represents the stretching ambition documented in our Policing Pledge. Performance has improved by 23% points since the beginning of 2008/09: 64% as at Apr-08.	100%	87%	R
CM10	Percentage of comments received through Your Voice Counts acknowledged within 24 hours Data for period Jan-09 to Aug-09	100%	95.8%	A