

Appendix one: Proposed Indicator set for the Policing London Business Plan 2010/13

Confidence				
	Indicator	Target 2010/11	Target 2009/10	MPS Lead
	<u>KPI 1 LOCAL POLICE DOING A GOOD JOB</u>			
KPI 1	PERCENTAGE OF PEOPLE WHO AGREE THAT THE POLICE AND LOCAL COUNCIL ARE DEALING WITH ANTI-SOCIAL BEHAVIOUR AND CRIME ISSUES THAT MATTER IN THEIR AREA (APACS 2.2, NI 21 Source: BCS and PAS Q74b)	55.4%	+8% on baseline by March 2011	AC TP
	Percentage of people who agree that the police are dealing with things that matter to the Community (Source: BCS and PAS Q62f)			AC TP
	Percentage of people who think the police in their area are doing a good job (APACS 2.3 Source: BCS and PAS)			AC TP
	Percentage of people who perceive a high level of anti-social behaviour in their local area (APACS 4.1, NI 17 Source: PAS Q10, BCS)			AC TP
	Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area (APACS 4.2, NI 41 Source: BCS, PAS Q10F)			AC TP
	Percentage of people who perceive drug use or drug dealing to be a problem in their local area (APACS 4.3, NI 42 Source: BCS, PAS Q10E)			AC TP AC SCD
	The percentage of people who agree that the police effectively tackle drug dealing and drug use (Source: PAS Q79g)			AC TP AC SCD
	The percentage of people who agree that the Metropolitan Police provide a visible patrolling presence (Source: PAS Q79c)			AC TP
	The percentage of people who see the police patrolling on foot or bicycle on their own (single patrolling) (PAS Q RQ67)			AC TP

	The percentage of people who agree that the police engage with all members of the public (PAS Q79to)			AC TP
	Percentage of people who agree that the police and local council seek people's views on anti-social behaviour and crime issues that matter in their area (APACS 2.2, NI 21 Source: BCS and PAS Q74a)			AC TP
	The extent to which Londoners feel informed about what the police in THIS AREA have been doing over the last 12 months (Source: PAS Q131)			AC TP
	The extent to which Londoners feel informed about what the police in LONDON AS A WHOLE have been doing over the last 12 months (Source: PAS Q133, CHI SS36)			Dir. DPA
	<u>KPI 2 USER SATISFACTION</u>			
KPI 2A	PERCENTAGE OF VICTIMS SATISFIED WITH THE OVERALL SERVICE PROVIDED BY THE POLICE AND OF THESE THE PERCENTAGE OF I) WHITE USERS AND II) USERS FROM MINORITY ETHNIC GROUPS (Note: there is a confidence interval of +/- 3% for these targets) (APACS i) 1.1 and ii) 1.2 Source: User Satisfaction Survey)	80%	80%	AC TP
KPI 2B	THE NUMBER OF POLICING PLEDGE PROMISES MET (15 PLEDGE PROMISES)	IMPROVE ON 2009/10	N/A	AC TP
	Percentage of people who are satisfied with the way they were treated by the police officers and staff who dealt with them (Source: USS Q35)			AC TP
	Percentage of people who agree that the police would treat you with respect if you had contact with them (Source: PAS Q62(b))			AC TP
	The percentage of people who found it easy to contact the police when reporting a crime as a i) victim ii) witness (Source: i) PAS Q93 ii) PAS Q102)			AC TP
	Percentage of people who agree that the police respond to emergencies promptly (PAS Q79b)			AC TP
	Response times for i) I call and ii) S call			AC TP

Safety

	Indicator	Target 2010/11	Target 2009/10	MPS Lead
	<u>KPI 3 REDUCING SERIOUS ACQUISITIVE CRIME</u>			
KPI 3A	THE I) NUMBER OF SERIOUS ACQUISITIVE CRIMES (ROBBERY, RESIDENTIAL BURGLARY, MOTOR VEHICLE CRIME) AND II) SANCTION DETECTION RATE (i) APACS 5.2 NI 16 ii) APACS 6.2 Source: HMCS ADR)	i) -3.2% on 2009/10 ii) 12.2%	i) -2% on 2008/09 ii) 11.8%	AC TP
KPI 3B	THE I) NUMBER OF ROBBERIES (PERSONAL) AND II) SANCTION DETECTION RATE	i) -3.0% on 2009/10 ii) 19%		AC TP
KPI 3C	THE I) NUMBER OF RESIDENTIAL BURGLARIES AND II) SANCTION DETECTION RATE	i) -4.0% on 2009/10 ii) 16%		AC TP
KPI 3D	THE I) NUMBER OF THEFTS/TAKING OF AND THEFTS FROM MOTOR VEHICLES AND II) SANCTION DETECTION RATE	i) -3.0% & -2% on 2009/10 ii) 7.5%		AC TP
	The i) number of reported business crimes and ii) sanction detection rate (definition excludes fraud)			AC TP
	The i) number of and ii) value of asset seizures - the value of cash forfeiture orders and confiscation orders (APACS 8.1)			AC SCD
	The (total) number of outstanding warrants and circulations			AC TP
	<u>KPI 4 REDUCING VIOLENCE</u>			
KPI 4A	THE I) NUMBER OF MOST SERIOUS VIOLENCE CRIMES AND II) SANCTION DETECTION RATE (i) APACS 5.1, Source NI 15 ii) APACS 6.1)	i) -4.0% on 2009/10 ii) 35%	i) -4.3% on 2008/09 ii) 32%	AC TP
KPI 4B	THE I) NUMBER OF KNIFE CRIMES AND OF THESE THE NUMBER USED TO INJURE AND II) SANCTION DETECTION RATE (i) APACS 5.6, SOURCE: NI 28 SERIOUS KNIFE CRIME)	i) -4.0% on 2009/10	i) -5.6% on 2008/09	AC TP

KPI 4C	THE I) NUMBER OF GUN CRIMES AND OF THESE THE NUMBER DISCHARGED AND II) SANCTION DETECTION RATE (I) APACS 5.5, SOURCE: NI 29 GUN CRIME RATE)	i) -5.0% on 2009/10	i) -3% on 2008/09	AC TP AC SCD
	The i) number of commercial robbery offences with firearms and ii) sanction detection rate			AC SCD
	The i) number of reported serious sexual offences and ii) the sanction detection rate ii) APACS 6.4)			AC SCD
KPI 4D	THE PERCENTAGE OF RAPE VICTIMS SATISFIED WITH THE WAY POLICE INITIALLY DEALT WITH THEM	BASELINE	N/A	AC SCD
	The percentage of rape victims satisfied that police took appropriate action when dealing with their case			AC SCD
	The i) total number of reported rapes and ii) the sanction detection rate for Stranger 1 and 2 (the offender has no prior contact with the victim or they are briefly known to one another)			AC SCD
	Sanction detection rate for child rape offences			AC SCD
	The i) number of other sexual offences ii) sanction detection rate			AC TP
KPI 4E	THE I) NUMBER OF REPORTED DOMESTIC VIOLENCE OFFENCES II) ARREST RATE AND III) SANCTION DETECTION RATE	i) No target ii) 77% iii) 47%	ii) 70% iii) 45.7%	AC TP
	Percentage change in young people (under 20 year olds) becoming victims of serious youth violence			AC TP
	Sanction detection rate for child abuse (Emotional, Physical, Sexual and Neglected) offences			AC SCD
	Sanction detection rate for all intra-familial offences			AC TP AC SCD

KPI 4F	THE SANCTION DETECTION RATE FOR REPORTED HATE CRIMES (RACIST & RELIGIOUS HATE AND HOMOPHOBIC CRIMES)	45%	R&R 42% Hom. 44%	AC TP
	The i) number of racist & religious hate crimes and ii) sanction detection rate			AC TP
	The i) number homophobic crime and ii) sanction detection rate			AC TP
	The number of criminal networks disrupted			AC SCD
	The number of sanction detections for Class A drugs trafficking, and of these the number for i) Cocaine and ii) Heroin supply			AC SCD
	The number of sanction detections for commercial cannabis production offences			AC SCD
	<u>KPI 5 REDUCING LIVES LOST</u>			
KPI 5A	PERCENTAGE CHANGE IN NUMBER OF PEOPLE KILLED OR SERIOUSLY INJURED IN ROAD TRAFFIC COLLISIONS (APACS 9.1, NI 47)	REDUCE KSI 50% BY 2010 (BASELINE 6,639)	REDUCE KSI 50% BY 2010 (BASELINE 6,639)	AC CO
	Children killed or seriously injured in road traffic collisions (NI 48)			AC CO
KPI 5B	THE I) NUMBER OF HOMICIDES AND II) DETECTION RATE	I) NO TARGET II) 85%	I) NO TARGET II) 85%	AC SCD
	The i) number of youth homicides and ii) detection rate			AC SCD
KPI 5C	COUNTER TERRORISM MEASURE - A SET OF MEASURES BASED AROUND CONTEST (RESTRICTED)	N/A	N/A	AC SO
	Number of terrorist networks disrupted - as assessed by the national assessment panel (APACS in development)			AC SO

	The percentage of people who agree that the police service does a good job in preventing terrorism (Source :PAS NQ79a)			AC SO
6	<u>KPI 6 DELIVERING A SAFE AND SECURE OLYMPICS</u>			
KPI 6A	LONDON 2012 OLYMPICS AND PARALYMPIC GAMES MEASURE - THE PROPORTION OF POLICE SERVICE DELIVERY PROJECT MILESTONES DELIVERED ON TIME.	95%	N/A	AC CO
	The percentage of people who agree that the Metropolitan Police Service does a good job in policing major events in London (Source :PAS NQ79f)			AC CO

Improvement

	Indicator	Target 2010/11	Target 2009/10	MPS Lead
	<u>KPI 7 EFFICIENT USE OF OUR ASSETS</u>			
KPI 7	NET CASHABLE EFFICIENCIES DELIVERED AS A PROPORTION OF GROSS EXPENDITURE	£124m (3.4%)	£142.9m (3.97%)	Dir.DoR
	Police Use of Resources (PURE) score from the Audit Commission (CHI SS3)			Dir.DoR
	HMIC Rounded Assessment Score (Report Card) (CHI SS4)			Dir.DoR
	The percentage of SIP programmes on track to agreed timescale (milestones on time) OR Cashable efficiencies			Dir.DoR
	<i>Information Communications and Technology:</i> Number of key Corporate ICT Systems and Services achieving target availability or higher (11 systems) (CHI SS29)			Dir.Dol
	The percentage of selected Operational Command Units achieving a data quality score of excellent or good for combined CRIS, Custody and STOPS data (CHI VS22)			Dir.Dol

	<p><i>Business continuity:</i></p> <p>Percentage of OCUs and departments with a tested business continuity plan conforming to standard operating procedure (CHI SS27)</p>			Dir.DoR
	<p><i>Estates:</i></p> <p>Percentage occupancy utilisation across the MPS estate</p>			Dir.DoR
	<p><i>Carbon footprint:</i></p> <p>Percentage change in total tonnes of CO₂ emissions from i) buildings, ii) vehicles & iii) operational air travel (CHI VS8)</p>			Dir.DoR Dir.HR
	<p><i>Procurement:</i></p> <p>Number of (successful) supplier challenges following procurement process (CHI SS20)</p>			Dir.DoR
	<p><i>Staff welfare:</i></p> <p>Percentage of respondents to the 'Your Views Count' (MPS employee) survey that agree/strongly agree that they are treated with fairness and respect (CHI VS13)</p>			Dir.HR
	<p><i>Leadership:</i></p> <p>Percentage of Your Views Count respondents saying that they agree/strongly agree that their line manager leads by example (CHI L2)</p>			Dir.HR
	<p><i>Training:</i></p> <p>Percentage of Your Views Count respondents saying that they agree/strongly agree that "I am trained to fulfil my current role" (CHI SC14)</p>			Dir.HR
	<p>The percentage of recruits brought into the MPS who undertake foundation training within agreed timescales</p>			Dir.HR
	<p><i>Prosecutions:</i></p> <p>Success rate for Trials and Hearings</p>			DCP
	<p><i>Public complaints:</i></p> <p>Average time to investigate public complaints</p>			DCP

<u>KPI 8 MAXIMISING USE OF WARRANTED OFFICERS</u>				
KPI 8A	THE PERCENTAGE OF WARRANTED OFFICERS DEPLOYED TO OPERATIONAL POLICING (OPERATIONAL POLICING IS OPM CATEGORIES OF UNIFORM OPERATIONAL AND NON-UNIFORM OPERATIONAL)	2% IMPROVEMENT ON BASELINE (CLEANSED DATA FOR MPA BY END OF APRIL)	N/A	AC TP
KPI 8B	<i>BME REPRESENTATION:</i> 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 3.1)	20% of total police officer recruits	20% of total recruits (0.8:1)	Dir.HR
	<i>Progression:</i> Percentage of a) police officers of inspector rank and above & b) police staff at band C and above that are i) female ii) BME (CHI SC2 & SC4)			Dir.HR
	<i>Female representation:</i> Percentage of female police officers compared to the overall force strength (APACS 3.2)			Dir.HR
	<i>Sickness:</i> Percentage of working days lost to sickness for police officers and for police staff (target shown in working days O = Police Officer, S = Staff PCS = Police Community Support Officer, TW = Traffic Warden) (CHI VS6)			Dir.HR
	<i>Special constables:</i> Total number of MSC recruited against target (or alternatively the number of MSC hours available against target)			Dir.HR
	<i>Equalities Standard:</i> Percentage of OCU's assessed against the Equality Standard for the Police Service achieving the baseline standard (CHI SS7)			DCP

MPS Lead Abbreviations

CO – Central Operations

DCP – Deputy Commissioner's Portfolio

DoI – Directorate of Information

DoR – Directorate of Resources

DPA – Directorate of Public Affairs

HR – Human Resources

O – Olympics

SCD – Specialist Crime Directorate

SO – Specialist Operations

TP – Territorial Policing