

Data is for the year to date (Apr 09 - Feb 10) unless otherwise stated

Appendix 2

Indicator	2009/10 Target	YTD (Apr 09 - Feb 10)
Confidence		
Key Performance Indicators which are on or above targets		
Percentage of people who 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) Rolling year to Dec-09	>75%	75%
Safer Neighbourhood teams - time spent on ward duties as a percentage of work hours Note this is a measure of the time spent on ward duties, rather than of the time visible on wards. Data to Jan-10	80%	96.1%
Percentage of 999 calls answered within 10 seconds	90%	91.4%
Percentage of non-emergency calls answered within 30 seconds Percentage of emergencies attended within 12 minutes The MPS implemented the National Call Handling Standards in May-09, which changes the criteria for call grading so data shown here is for eight months only (May-09 to Jan-10).	90%	92.7%
	75%	75.3%
Key Performance Indicators which are less than 10% off target		
Average time to investigate public complaints	64 working days	69 w/days
Percentage of comments received through Your Voice Counts acknowledged within 24 hours	100%	96.9%
Key Performance Indicators which are more than 10% off target		
Percentage of people who have heard about their local Safer Neighbourhood policing team (PAS) Rolling year to Dec-09	45%	34%
Percentage of victims updated at least once every 28 days about the progress of their case Data April 09 - Jan 10)	100%	83%

Indicator	2009/10 Target	YTD (Apr 09 - Feb 10)
Safety		
Key Performance Indicators which are on or above targets		
Percentage of domestic violence offences that result in an arrest	70%	77.2%
Homicide overall detection rate	85%	98.1%
Sanction detection rate for child abuse offences	20%	26.6%
Racist crime sanction detection rate	42%	45.0%
Homophobic crime sanction detection rate	44%	48.4%
Children killed or seriously injured in road traffic accidents - MPS ranks 1st/4 in MSF group for 3 months to Sept-09 Data for Apr to Nov 09	Reduce child KSIs by 60% by 2010 (baseline 934) ie < 31 casualties per month	23 per month
Percentage of calls to the Anti-Terrorist 'Hotline' answered within set time	85%	98.9%
To provide an initial assessment of relevant intelligence reports within 5 days of receipt.	100%	100%
To provide an initial assessment of relevant intelligence reports within 5 days of receipt.	100%	100%
Number of intrusions to the agreed secure area of a Royal Residence	No intrusions (0)	0
Percentage of partners surveyed expressing satisfaction with the service provided by the Counter Terrorism Security Advisors Data for april to Nov 09	90%	100%
Explosives Officers to attend improvised explosive device calls in the MPS within set time. (Data for Apr to Jan 10)	95%	100%
Services of explosives officers to be assessed as 'satisfactory' (Data for Apr to Jan 10)	85%	100%
Suspected or actual terrorist incidents to achieve a rating of 'appropriate' for scene management	90%	93.7%
Key Performance Indicators which are less than 10% off target		
Percentage of serious acquisitive offences brought to justice (SD rate as proxy) [APACS PI 6.2] - MPS ranks 4th/4 in MSF group for 12 months to Dec-09	11.8%	9.8%
Key Performance Indicators which are more than 10% off target		
The number of gun crimes per 1,000 population [APACS PI 5.5] - MPS ranks 4th/4 in MSF group for 12 months to Dec-09	3% reduction	11.1% increase (up by 306 offences)
Rape sanction detection rate - MPS ranks 3rd/4 in MSF group for serious sexual offences SD rate for 12 months to Dec-09	36.9%	24.1%
Reduction in the number of under 20 year olds becoming victims of serious youth violence (most serious violence and weapon enabled crime)	4.7% reduction	0.7% reduction (41 fewer victims)
The number of cases where assets are restrained or cash seized	264 per month (10% increase on 2008/09)	184 per month
To provide an initial assessment of relevant intelligence reports within 5 days of receipt.	100%	100%
Number of intrusions to the agreed secure area of a Royal Residence	No intrusions (0)	0
Percentage of partners surveyed expressing satisfaction with the service provided by the Counter Terrorism Security Advisors Data for april to Nov 09	90%	100%
Explosives Officers to attend improvised explosive device calls in the MPS within set time. (Data for Apr to Jan 10)	95%	100%
Services of explosives officers to be assessed as 'satisfactory' (Data for Apr to Jan 10)	85%	100%
Suspected or actual terrorist incidents to achieve a rating of 'appropriate' for scene management	90%	93.7%

