

Key Performance Indicator		Latest Performance*		
*British Crime Survey (BCS) data is for the rolling year to Sep-10; Public Attitude Survey (PAS) data is for the rolling year to Dec-10; and User Satisfaction Survey (USS) data is for the financial year to Dec-10 - ranks apply to the BCS data				
Confidence	KPI 1 Local Police Doing a Good Job	Percentage of people who agree that the police are dealing with things that matter to the community: BCS (APACS PI 2.3 diagnostic 6) MPS is 1st/4 in MSF PAS (Q62)	58.6% 67%	
		Percentage of people who think the police in their area are doing a good job: BCS (APACS PI 2.3) MPS is 1st/4 in MSF PAS	60.2% 65%	
		Percentage of people who perceive a high level of anti-social behaviour in their local area: BCS (APACS PI 4.1) MPS is 4th/4 in MSF PAS (Q10)	20.3% 12%	
		Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area: BCS (APACS PI 4.2) MPS is 4th/4 in MSF PAS (Q10)	29.3% 16%	
		Percentage of people who perceive drug use or drug dealing to be a problem in their local area BCS (APACS PI 4.3) MPS is 3rd joint with W Yorks in MSF PAS (Q10)	31.6% 18%	
		The percentage of people who agree that the police effectively tackle drug dealing and drug use PAS (Q79)	59%	
		The percentage of people who agree that the Metropolitan Police provide a visible patrolling presence PAS (Q79)	67%	
		The percentage of people who see the police patrolling on foot or bicycle (daily / weekly) * and on last occasion, % seen patrolling on their own	58% 11%	
		The percentage of people who agree that the police engage (very well) with all members of the public PAS (Q79)	62%	
		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: BCS (APACS PI 2.1) MPS is 1st/4 in MSF PAS (Q74a)	53.3% 49%	
		The extent to which Londoners feel informed about what the police in THIS AREA have been doing over the last 12 months: PAS (Q131)	65%	
		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 (Q133)	74%	
		KPI 2 User Satisfaction	Percentage of people who are satisfied with how easy it was to contact the police (when a victim or witness) USS (Q7)	93.4%
			Percentage of people who are satisfied with the way they were treated by the police officers and staff who dealt with them USS (Q31)	88.4%
Percentage of people who agree that the police would treat you with respect if you had contact with them PAS (Q62b)	82%			
Percentage of people who agree that the police respond to emergencies promptly PAS (Q79b)	76%			
Response times for i) I call and ii) S call <i>(Data Apr -Feb 2011)</i>	i) 81.7% ii) 88.8%			

* not necessarily single patrol (performance shown in previous versions of Appendix 2 not solely single patrol)