



# Metropolitan Police Authority Annual Report 2001/2002



- Increase trust and confidence in policing amongst all London's communities
- Work with, across and through partnerships and community groups
- As best value authority, secure sustainable investment in the way London's police are provided
- Oversee all of London's emergency policing priorities
- Be accountable for the performance of the budget
- Be held to account by the public and the Mayor



# Metropolitan Police Authority Annual Report

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## Foreword by Toby Harris

Chair of the Metropolitan Police Authority



The past year has been an extremely busy and challenging one for both the Metropolitan Police Authority and the Metropolitan Police Service. The Met had to deal with a million recorded crimes, which included sharp increases in shootings and street robberies and led to greater concern among our communities that their neighbourhoods were not safe.

And no one will forget the events of September 11 when terrorists struck in the United States with such appalling consequences. The Metropolitan Police had to react quickly to increase security patrols to keep our city free from attack. While the MPA fully supported the heightened vigilance, we were also concerned that policing in our boroughs did not suffer as a consequence. I commend the Commissioner and his officers who did so much to ensure the safety of our capital was maintained while regular operational duties continued. Officers worked many hundreds of extra hours so that this difficult balance could be achieved.

Throughout the year, I made a point of visiting nearly every London borough to listen to people's concerns on policing and safety issues. In particular, how we could work together with our partners in the boroughs to make a difference in the way our neighbourhoods are policed. One of the recurring themes during these visits was the need for a much greater visible police presence on our streets, a call that the MPA has answered. Working closely with the Home Secretary, the Commissioner and the Mayor of London, we have increased police numbers substantially, with more to follow until police numbers are at acceptable levels.

A very good start has been made, with the target to recruit 2,475 police officers during the year being exceeded by more than 270, which by any standard is an exceptional achievement. Of these, 1,050 were recruited specifically as additional officers for our boroughs. They will help to reassure our communities that the streets are becoming safer and that crimes of violence will not be tolerated. Operation Safer Streets launched half way through the year to stop and reverse the alarming rise in violent street robberies has been particularly successful in targeting those who prey on the old and the other vulnerable members of our communities. The Authority will continue to support police initiatives that put pressure on the culprits of such odious crimes.

But although putting more police officers onto the streets is to be welcomed, we must continue to work together in partnership to tackle not only crime but the reasons behind it. Youngsters who commit crimes again and again are of particular concern, and while the Met has concentrated on the operational priorities around street crime, the Authority itself has been working behind the scenes on how to tackle persistent offending in the long term. We have looked in particular at issues of youth crime and its links with truancy, school and social exclusion. We held a conference jointly with police

and the education authorities in February 2002 to consider these important issues and together we continue to work on them to find lasting solutions. Preventing crime is preferable to dealing with its aftermath, as I am sure every victim will agree – and it is much less costly for society as a whole.

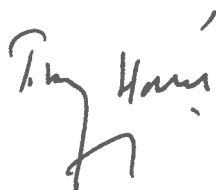
The Authority has made significant contributions to the policing of London in a number of other key areas, including some in-depth scrutiny of MPS performance.

The subject of the first project followed a request by the MPS to look into rape investigation and victim care. The project was a big success, making 38 recommendations for improvements. These included basic training and guidance for all officers on how best to deal with rape victims, the availability of well-trained and dedicated teams of sexual offence investigation officers providing 24-hour coverage across the capital, and a desire to have three sexual assault referral centres for London to provide a first-class victim care service. All of these recommendations have been adopted by the Metropolitan Police and their progress closely monitored by the Authority. This scrutiny and others that follow mark a step-change in how policing is held to account and improvements are driven forward. They should make a real difference to policing in London.

Finally, the Authority has been instrumental in driving through reforms that give police borough commanders greater control over policing their communities. They now have more responsibility for their budgets and for the setting of local policing targets that reflect the particular concerns of people in each borough.

During my tour of London boroughs, I had the opportunity to speak with many borough commanders and the local communities about concerns and areas where we could help to improve things. I will be embarking on the next round of visits in the autumn of 2002, which will tie in with our new statutory role in Crime and Disorder Reduction Partnerships, where we will become much more closely involved in formulating the three year crime reduction strategies.

The MPA is committed to securing an effective, efficient and fair police service for London's communities. During our second year of operation we have helped to bring about major improvements in policing the capital. With the help of London's richly diverse communities and our other partners, we are ready for another equally challenging year to come.

A handwritten signature in black ink, appearing to read 'Toby Harris'.

Toby Harris

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## Meeting targets

The MPA has a statutory duty to maintain an effective and efficient police service for London. To help us do this we set targets each year for the MPS to achieve. An example of this is a target for the MPS to answer 999 calls within a certain time. Where targets are met, we look at ways of improving performance even further. Where they are not, we look for the causes and work closely with police on how they can be reached the following year.

In 2001/02 we set the MPS 44 targets for improvement that were measured. Of those, 16 were achieved and 28 not achieved. These were a mixture of crime and internal improvement measures. We are disappointed that some targets were not met and will be working with the Metropolitan Police to ensure future targets are realistic and achievable.

MPA Chair, Toby Harris, had a number of productive meetings with borough operational commanders to understand their views and concerns about planning issues and how local targets could be used to make police more responsive to local needs.

Whilst the MPA welcomes improvements made in detecting drug crimes and hate crimes, we are very concerned over the levels of street crime and burglary.

Street crime had been rising in London steadily for over a year up until August last year, then showed a sharp increase following September 11, at which time many police officers were redeployed into central London. In response, the MPS launched Operation Safer Streets in February 2002 with the full support of the MPA. Since then street crime levels have fallen back to those recorded in May 2001 and Safer Streets has been extended for the rest of 2002 to keep up pressure on street robbers and help Londoners to feel safer.



◀ Having provided more officers for London, we are keen to see this lead to more officers on the street and crime reductions. We have set crime reduction targets in street crime, burglary and car crime for 2002/03. Our members have been particularly challenging on initial targets presented to them by the Met. For example, they rejected the proposal to limit growth in street crime to 10% and set a more demanding target of 0% growth.

One of the Authority's committees is specially tasked with planning, performance and review issues. Members of this committee ensure that targets set reflect the views of the London population and scrutinise performance against those targets.

This committee is also working towards a target setting process that reflects local priorities and concerns. In setting the 2002/03 targets the MPA, for the first time, encouraged the MPS to set targets at a borough level giving the flexibility for borough commanders to reduce those crimes that were increasing locally.

Full details of the targets and performance can be found in the Appendix.

## Scrutiny

The Authority decided in the year to look at some in-depth areas of MPS performance by carrying out scrutiny projects. The subject of the first project was a request by the MPS to look into rape investigation and victim care.

The Authority produced a report which found examples of high quality service provision in some boroughs. But we concluded that overall these needed to be improved and standardised across London to ensure the best possible service is provided.

The scrutiny made 38 recommendations for improvement, all of which have been adopted by the MPS.

A key recommendation identified an urgent need for three Sexual Assault Referral Centres covering London to provide a first class victim care service.

The Authority is planning its second scrutiny project into Crime and Disorder Reduction Partnerships, of which the MPA will become a statutory partner in April 2003.

As well as looking at how police involvement in these partnerships works, this scrutiny will also provide recommendations on how the MPA should fulfil its role as a statutory partner.



## ◀ Strategy

There was significant MPA input for the development of a medium-term corporate strategy for the MPS, although the launch was delayed due to the new requirement in the Police Reform Act for police authorities to issue three-year strategies in March 2003. This led to the development of 'Towards the Safest City' – a framework setting out the likely direction of the MPS pending further national requirements from the Home Office.

## Planning

In March 2001 the annual policing and performance plan was published. The plan contained a number of bespoke targets – targets set by borough commanders following consultation with local partners. This was in line with the MPA's desire to see more devolvement of decision-making – making policing accountable and relevant to local communities.

## Best value

Best value reviews play an important role in bringing about improvements to policing at every level. Our members have an active role in overseeing each review and in providing challenge to current working practices. MPA approvals of reviews related to consultation, crime management and records management. They are now moving towards implementation and realisation of major savings and improvements in performance. HMIC recently carried out an

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independent assessment of our reviews of consultation and crime management. Final reports are awaited but the initial prospects for improvement were rated as 'good'.

## Fatal incidents

The Authority is keen to lead the debate surrounding the highly emotive and contentious issue of deaths in police custody. A viewing of the film 'Injustice' was facilitated for the Authority members and a special meeting of the full Authority was held where members of the public involved in cases were able to contribute to the debate. Following the meeting the Authority agreed to examine the policy on when police officers are suspended following a fatal incident and a working group will make recommendations on how different fatal incidents should be dealt with according to their circumstances. The Authority views these issues as essential to instil public confidence and to ensure that the police response to a fatal incident is seen to be transparent and fair.



## ◀ Recruitment

The aim to recruit 1,050 extra officers in 2001/02 highlighted the issue of retention of experienced officers. To achieve the net increase, a recruitment target of 2,475 was set to take account of the number of officers who left the service through retirement or for other reasons. In actual fact, 2,745 new officers were recruited by the end of the year, which placed a strain on training facilities. The MPA is monitoring and taking steps to redress this problem.

This was a particularly busy period in terms of recruitment, but there is no let-up in the determination of the Authority to increase the number of police recruits, and specifically the number of recruits from black and visible ethnic minority communities and women recruits in the current financial year. The Authority also recognises the importance of strategies to ensure that well trained and committed officers stay in the service.

The overwhelming demand from Londoners has been for safer streets, higher visibility policing and lower crime. Consequently the MPA insisted that the police officers recruited in 2001/02 were all sent to police the boroughs. It is planned to continue this policy as much as possible as extra officers are funded and recruited year-on-year.

## Consultation, diversity and equalities

During the year, the Authority developed its arrangements and work around consultation, diversity and equalities.

The recommendations of the Best Value Review of Consultation were progressed, including the selection of Hackney, Kensington and Chelsea, Greenwich and Harrow boroughs as areas to pilot the Community Consultation Co-ordinator roles. Funding was found for recruitment in 2 of these boroughs. A core part of the review dealt



with the Authority's management and development of community police consultative groups and much of the work focused on improving the central co-ordination of these groups to achieve more consistent standards across London. The authority participated in the GLA group's 'Listening to London' review, which sought to establish shared practice with regards to consultation arrangements within the GLA group.

The Authority consulted on its duty to operate an independent custody visiting scheme and new Home Office guidelines. A framework document was prepared on the Authority's role and management arrangements.

A key area of work was the consultation carried out on the Stephen Lawrence Inquiry Report's Recommendation 61 to require all police stops to be recorded. The Authority organised innovative exercises to hear the views of a wide-range of stakeholders. A report reflecting the majority support in favour of the recommendation was produced and submitted to the Home Secretary, who has since agreed to its implementation.

Disproportionality emerged as a central issue in the Authority's equalities and diversity work. The Authority worked in partnership with the MPS and other agencies, including the GLA, to look at stop and search, deaths in custody, recruitment and fair practice in the Met. It supported the controversial screening of 'Injustice', a film highlighting the concerns of families of victims who died while held in police custody.

The death of Damilola Taylor highlighted concern about youth safety and youth crime. Considerable attention was paid to how the Metropolitan Police deal with youth crime. The Authority supported a conference on youth crime and the black community.

A number of significant areas of work kicked off during the year.

- ◀ A Race Hate Crimes Working Group was set up, preparations of a Race Equality Scheme in compliance with the Race Relations Amendment Act began, a review into diversity training for police staff was scoped and the Authority worked with the GLA group in carrying out a best value review of equalities.

The Authority worked closely with the Met's Diversity Directorate, for example in developing a domestic violence strategy, and in development of various elements of its diversity strategy. Comprehensive performance management information systems covering equalities issues were also developed.

Perhaps the outstanding issue of the year was community reassurance post September 11 and disturbances in northern towns during the summer. The Authority organised a range of events to ensure the police worked closely with communities and community leaders. These events highlighted the importance for the Authority to continue development of inclusive consultation and diversity objectives.



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Race equality remains an absolute priority. The Authority continued to promote race equality in the work of the MPS and to ensure that the service delivers on actions and performance to be set out in its Race Equality Scheme, which was prepared during the year. The Authority recognises how important it is for the MPS to benefit from the enormously diverse community it serves and has worked hard to reach out to communicate at the local level to strengthen these links.

## Partnership

The Authority continues to promote working partnerships between all agencies, government departments, independent organisations, London's diverse communities and increasingly business to eradicate crime and the underlying causes of criminality.

## Police pay and conditions

Following lengthy negotiations at the Police Negotiating Board, agreement was obtained on a far-reaching package, which includes a substantial investment in police pay and will see that all officers of federated rank (Chief Inspector and below) are better off.

Features include the flexibility to award bonus payments for outstanding work, a competency related payment scheme, reductions in the length of pay scales and special priority payments to target additional rewards towards officers at the sharp end of their profession.

Another key element of the agreement is that police authorities, police managers and staff associations will co-ordinate action to cut down on unnecessary overtime, improve the life/work balance and make the police service more 'family friendly'.



## ◀ Civil support staff pay

The MPA has been determined to improve working conditions and overcome the serious retention problem involving all civil support staff. It budgeted an extra £30m to support a review of the location allowance and of grading and pay scales, which was carried out by HAY consultants. It provided a reasonable package that will stop good people from leaving and encourage others to join.

The MPA will continue to work with the Human Resources Directorate and the staff to build upon the new pay and grading system to ensure that conditions of service continue to improve. The pay increases for civil support staff as a result of the review are in addition to the substantial increase in location allowance and the 3.5% pay rise (higher than the level of inflation) from 1 August.

We are also concerned with the condition of some of the buildings in which officers and civil support staff work. We are acutely aware of the need for more resources to enable property to be brought up to an acceptable standard across the police estate.



### ◀ Appointments of Association of Chief Police Officer (ACPO) rank police officers.

The Metropolitan Police Authority appointed two new Deputy Assistant Commissioners and seven new Commanders during the year, all of whom now occupy posts within the Metropolitan Police.

### Transport Operational Command Unit

The MPA has ratified a Special Services Agreement with Transport for London (TfL) setting out the contractual details of the Transport Operational Command Unit (TOCU), which became fully operational on 10 June 2002. The TOCU has specific responsibility for policing agreed bus corridors on the London bus network and addressing associated criminal and anti-social behaviour, as well as taxi and private hire vehicle enforcement. Police officers, traffic wardens and civil support staff work in the TOCU.



### Professional standards

The Authority's Professional Standards and Performance Monitoring Committee has kept the MPS's anti corruption activities under review throughout the year. Londoners need to be able to trust their police and know that corrupt police officers will not be tolerated, but will be rooted out and face the consequences of their actions.

The new five-year professional standards strategy will see a significant shift of emphasis. The MPS will direct greater effort towards prevention and reducing the risks to staff and the community. In short there will be a greater balance between prevention and detection, whilst at the same time maintaining the threat or fear of detection

### ACPO complaints protocol

During the year, the Authority has dealt with a number of high profile cases involving reports, complaints or allegations about ACPO rank police officers. A protocol has now been developed which tries to ensure that all parties are kept informed of progress. At present there is a sub committee which will meet every 2-3 weeks to receive details of any new report, allegation or complaint against an ACPO rank police officer and to receive updates on the action taken with existing cases.

### Timeliness of complaint investigations

One of the issues the members have been very concerned about is the time taken to process and investigate any complaint, report or allegation.

Many of the policies and procedures that deal with investigations into wrongdoing by police officers, either directly by public complaints or through internal investigations, are dealt with under primary legislation and take some time to complete the process to resolution.

The MPS have worked hard to reduce the average time taken to deal with the majority of complaints, but a small minority of more difficult or complex cases will always 'skew' the figures.

## Finance/Budget

Net revenue expenditure for 2001/02 was £8.8 million (0.4%) lower than the total budget of £2,040 million. This was a considerable achievement but was the result of both under and overspendings on a number of budget heads. The main areas of overspend were police overtime, police pay and forensic analysis with underspends on civil staff pay. The budget was carefully monitored throughout the year. In the early part of the financial year a potential overspend of £13 million was identified following on from a £7.9m overspend the previous financial year. The authority supported the disciplines imposed through the MPS 'star chamber' process. This ensured tight budgetary disciplines and led to the eventually favourable year-end position. These tighter budgetary arrangements have strengthened the Authority's financial position, but continued close monitoring is needed, particularly with working balances equivalent to a week's net expenditure.

Significant efforts were made to strengthen financial controls and systems during the year and this was recognised by external audit, however although progress has been made much remains to be done. Some of the more difficult improvements to achieve, for example devolved financial accountability, will require substantial cultural change and the Authority has given its full support to measures that will achieve these objectives.

The financial statements were prepared to a tighter timescale than the previous year; the auditor's considered this a considerable achievement.

## Estates – Private Finance Initiative (PFI) Projects

The Authority concluded its first PFI deal with Equion Plc in April 2001 for a unique £55 million firearms and public order training facility. The state of the art training centre is being constructed on MPA owned land in Gravesend, Kent. From January 2003 it will replace outdated training facilities at Lippitts Hill and Hounslow Heath. The new centre will be one of the most advanced facilities of its kind in Europe. It features indoor and outdoor firing ranges, tactical training areas with mock houses and road configurations and classrooms.

In October 2001 a second PFI deal, worth £122 million, was concluded, again with Equion Plc, for new police stations at Bromley, Lewisham, Sutton and Deptford. This PFI accommodation project has innovative features that make it a landmark project, both for the MPA and PFI projects generally. Equion Plc will provide facility management, support staff and catering at each site during the 25-year concession contracts. Delivery of the Bromley, Lewisham and the majority of the Sutton stations are expected in the summer of 2003. The final phase of Sutton should be completed early in 2004. The new sector base at

Deptford has already been completed. The designs for the new police stations offer modern accommodation in central locations that are easily accessible to the public and include new facilities for borough Operational Command Units, the Serious Crime Group, Forensic Science and the Mounted Branch.

### Internal Audit

Internal Audit carried out a number of significant reviews and investigations during the year which have provided essential support to the MPA and MPS in developing the corporate control framework. Key advisory work concentrated on budgetary control and the procurement and management of major outsourced contracts. A number of investigations were also conducted with a considerable impact on fraud and abuse by civil staff or contractors. As a result £231,000 was recovered and savings made of £382,000. Major systems reviews included, Fees and Charges, Compliance with Health and Safety Legislation, IT Support for Major Incident Response and Security Clearance and Vetting.

In 2001/02 the Director of Internal Audit introduced a grading system to indicate the relative adequacy of controls in the systems audited. The average of the results across all the year's audits enabled the Director to add a quantitative measure to his opinion on the overall adequacy of internal control. The Director of Internal Audit's opinion for this year is, 'In summary, while I am satisfied that efforts continue to be made to correct identified weaknesses, I can only offer a 50% assurance on the adequacy of control and the effectiveness of systems within the MPS.'

The Director of Internal Audit has balanced the programme for the forthcoming year towards more advisory reviews. This should ensure that the MPS is able to deal more effectively with recommendations made.

### In summary

The report sets out in detail what happened as a direct result of having for the first time a proper governance framework for policing London.

The Authority has worked hard to ensure the provision of an adequate level of resources and the effective use of those resources once achieved.

Without the Authority's dogged determination, we would not be seeing the significant increase in levels of policing and the beginning of improvement in performance against crime which, together with the Metropolitan Police, we certainly intend to build upon next year.



Throughout the year, the MPS works to meet the priorities set by the Metropolitan Police Authority alongside the day to day activities such as responding to 999 calls and running the organisation. The next section is an overview of how the MPS performed against those priorities.

#### Key to charts

PP Policing priority

BV/BVPI Best value performance indicator

JD A Judicial Disposal is a detection achieved by a charge, summons, caution or an offence (previously recorded by the police) taken into consideration at court when a separate offence is being considered.

#### Street Crime

	Indicator	2000/01 Performance	Performance Target for 2001/2002	2001/02 Performance
PP	The number of recorded street crimes	50,607 17.2% increase	To reduce street crime by 2%	69,987 38.3% increase
BV127	Street Crimes per 1,000 population	7	2% reduction (i.e. 6.81 per 1000 population)	9.5
BV127	Street Crimes – percentage detected (Judicial Disposals)	8.2%	10% Judicial Disposals	8.0%

The force wide action taken against street crime is outlined earlier in this report on page 5.

#### Firearms and Knives

	Indicator	2000/2001 Performance	Performance Target for 2001/2002	2001/02 Performance
PP	The number of gun related violent crimes	2577	To reduce the number of gun related violent crimes by 2%	3450 33.9% increase
PP	The number of Judicial Disposals for the possession of offensive weapons or bladed instruments.	5409	To increase the number of Judicial Disposals for the possession of offensive weapons or bladed instruments by 10%.	6435 19% increase

A breakdown of the type of violent crime where firearms are involved, shows that robbery of personal property, and robbery of business property take up the greatest proportion of the total by far (35% and 30% respectively).

The MPS set a target to increase the number of judicial disposals for possession of offensive weapons or bladed instruments by 10%. This target was achieved, with a 19% increase in the number of judicial disposals in 2001/02.

#### Youth Offending

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
PP	The number of second time young offenders as a percentage of first time young offenders	N/A	Target to be developed	16%	The monitoring mechanism for this indicator was introduced May 31 2001
PP	The percentage of persistent young offenders (PYOs) dealt with within 2 days (arrest to charge)	55.2%	70% of cases within 2 days	67.2%	
PP	The percentage of persistent young offenders (PYOs) dealt with within 7 days (charge to first court listing)	67.8%	70% of cases within 7 days	71.4%	
PP	The percentage of young offenders dealt with in 28 days (arrest to case disposal)	81.5%	80% of cases within 28 days	81.5%	
PP	The percentage of young offenders' case results notified to the Police National Computer (PNC) within 10 days	69.2% (this was within 14 days)	80% of cases within 10 days	64.7%	
BV131	Percentage of all full youth files provided to the Crown Prosecution Service both within pre-trial issue time guidelines and which are fully satisfactory or sufficient to proceed	71.4%	No target set	64.9%	Data is collated quarterly, and is held up to September 2001
BVPI	Percentage of all expedited/remand youth files provided to the Crown Prosecution Service which are fully satisfactory or sufficient to proceed	99.1%	No target set	99.1%	N/A

#### Persistent Young Offenders targets (PYOs)

The percentage of PYOs dealt with from arrest to charge in 2 days remained below the 70% target, but the target was met in respect of PYOs dealt with from charge to first court listing within 7 days. In both cases performance had improved from 2000/01.

The processing of young offenders from arrest to case disposal has remained stable over the past two years, with the target being met in both years.

Young offenders results notified to Police National Computer (PNC)  
The target timescale for processing results onto PNC was reduced in 2001/02 from 14 days to 10 days in 2000/01. Results between the two years are therefore not comparable.

## Stop and Search

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
BV138	Number of Police and Criminal Evidence Act (PACE) stops or searches of white persons per 1,000 population	16	Numbers to be monitored	17.2	Both using Office of National Statistics 2000 Mid Year population estimates
BV138	Percentage of Police and Criminal Evidence Act (PACE) stops or searches of white persons leading to arrest	15.9%	To increase the arrest rates and achieve parity with % arrests for minority ethnic people	15.4%	
BV139	Number of Police and Criminal Evidence Act (PACE) stops or searches of minority ethnic persons per 1,000 population	47.7	Numbers to be monitored	62.8	Both using Office of National Statistics 2000 mid year population estimates
BV139	Percentage of Police and Criminal Evidence Act (PACE) stops or searches of minority ethnic persons leading to arrest	17.3%	To increase the arrest rate and achieve parity with % arrests for white people	16.4%	
PP	The number (and percentage) of complaints from white people involved in PACE stop/search	186 (0.20%)	Levels to be monitored	97 (0.10%)	
PP	The number (and percentage) of complaints from ethnic minority people involved in stop/search	272 (0.38%)	Levels to be monitored	242 (0.26%)	

The 2001/02 target was to increase arrest rates and at the same time achieve parity between arrest rates for ethnic minority and white people. Whilst there was a slight improvement, arrest rates in general declined slightly between the years.

<b>Burglary</b>					
	<b>Indicator</b>	<b>2000/01 Performance</b>	<b>Performance Target for 2001/02</b>	<b>2001/02 Performance</b>	<b>Comments</b>
<b>PP</b>	The number of recorded burglaries	112,376 9.5% decrease	To reduce burglary by 2%	116,027 3.2% increase	
<b>PP</b>	Recorded burglaries – percentage detected (Judicial Disposals)	9.8%	12% Judicial Disposals	10%	
<b>BV126</b>	Domestic Burglaries per 1,000 households	22.95	2% reduction (i.e. 22.04 burglaries per 1,000 households)	23.7	
<b>BV126</b>	Domestic Burglaries – percentage detected (Judicial Disposals)	9.2%	12% Judicial Disposals	8.8%	
<b>BV155</b>	Percentage of domestic burglaries where the property had been burgled in the previous twelve months	7.8%	No target set	8.0%	This indicator is collated on a yearly basis

Whilst the number of burglaries in 2001/02 increased by 3.2% on the previous year, it remained 6.5% below the 1999/00 level.

Drug Crime					
	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
PP	The number of Judicial Disposals for supply and possession with intent to supply of Class A drugs	1,990	Increase the number of Judicial Disposals for supply and possession with intent to supply by 10%	2,414 21.3% increase	
PP	The number of Judicial Disposals for supply and possession with intent to supply for Crack	615	Increase the number of Judicial Disposals for supply and possession with intent to supply by 10%	998 62.3% decrease	
PP	The number of Judicial Disposals for supply and possession with intent to supply for Heroin	629	Increase the number of Judicial Disposals for supply and possession with intent to supply by 10%	552 12.2% decrease	
PP	The number of Judicial Disposals for supply and possession with intent to supply for Cocaine	398	Increase the number of Judicial Disposals for supply and possession with intent to supply by 10%	528 32.7% increase	
BV129	A) Number of offenders charged, reported for summons or cautioned for supply offences in respect of Class A drugs per 10,000 population. B) Of the overall figure, the number which related to cocaine. C) Of the overall figure, the number which related to heroin	Relevant data to be supplied from Home Office sources	No target set	A) 3.3 B) 0.7 C) 0.7	Indicator to be produced centrally by the Home Office as part of the wider drug seizure and offender statistics
BV137	Percentage of adults arrested referred to drug treatment programmes as a result of arrest referral schemes	0.87%	No target set	1.6%	Drug Referral Data to February 2002
PP	The number of persons referred into treatment through arrest referral schemes	2,382 referred	To refer 3,000 persons	4,556 referred	The target for 2000/01 was to refer 2,000 persons

#### Drugs referrals check

The MPS launched Arrest Referral across London in April 2000 with each of the 32 boroughs having its own locally managed scheme involving twelve different provider agencies. The target for 2001/02 was to refer 3000 persons onto specialist drug treatment services. This was achieved with over 4,500 offenders being referred on.



**Compulsory drug testing**

Hackney is a pilot site for a compulsory testing scheme whereby people arrested for certain trigger offences are tested for heroin or cocaine/crack use. Trigger offences include robbery, burglary, car theft, other theft and drugs offences. The pilot commenced September 2001 and early figures show that 64% of those arrested are testing positive in Hackney. This Home Office project will run until April 2004 and has now been extended to another eight (non-MPS) sites.

<b>Hate Crimes</b>					
<b>Race Crime</b>	<b>Indicator</b>	<b>2000/01 Performance</b>	<b>Performance Target for 2001/02</b>	<b>2001/02 Performance</b>	<b>Comments</b>
PP	The difference in level of satisfaction expressed by victims of racist crime and the overall level of satisfaction expressed by victims of all crime	N/A	To achieve no difference between the levels of satisfaction expressed by victims of racist crime and victims of all crime	7.8% lower for Racially Motivated Crimes	These figures are available quarterly
BV141	The percentage of reported racist incidents where further investigative action is taken	100%	To investigate 100% of cases	100%	
BV141	The percentage of recorded racially aggravated crimes detected	25.7%	No target set	22.6%	
PP	The number of racist crimes recorded	16,981	Targets to be developed	15,610	
PP	The number of racist incidents recorded	20,628	Targets to be developed	18,096	
PP	The Judicial Disposal rate for racist crimes	16.8%	17% Judicial Disposals	17.0%	
<b>Homophobic Crime</b>					
PP	The difference between the levels of satisfaction expressed by victims of homophobic crime and the average level of satisfaction expressed by victims of all crime	N/A	To achieve no difference between the levels of satisfaction expressed by victims of homophobic crime and victims of all crime	Data not available	There is no monitoring mechanism currently in place for this indicator
PP	The number of homophobic crimes recorded	1,213	Levels to be monitored	1,239	
PP	The number of homophobic incidents	1,587	Levels to be monitored	1,517	
PP	The Judicial Disposal rate for homophobic crimes	11.0%	13% Judicial Disposals	15.3%	

## Hate Crimes (continued)

Domestic Violence	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
PP	The number of domestic violence cases recorded	91,154 incidents or 54,130 offences	To increase the number of domestic violence cases recorded	3% decrease	
PP	The Judicial Disposal rate for domestic violence	13.7%	14% Judicial Disposals	15.0%	
BV153 A	The percentage of reported domestic violence incidents where there was a power of arrest, in which an arrest was made relating to the incident	20.6%	No target set	21.8%	
BV153 B	Of BV153A what percentage involved partner-on-partner violence	N/A	No target set	Data not available	There is no monitoring mechanism currently in place for this indicator
BV154	Percentage of reported domestic violence incidents that involved victims of a reported domestic violence incident in the previous twelve months	Relevant data not available	Percentage to be monitored	14.9%	The monitoring system for this indicator was under development and test during 2000/01. So limited data available
<b>Rape</b>					
PP	The Judicial Disposal rate for rape offences	18.6%	25% Judicial Disposals	22.5%	
<b>Child Sex Abuse</b>					
PP	The Judicial Disposal rate for child sex abuse offences	24.6%	35% Judicial Disposals	26.0%	
PP	The percentage of boroughs that have run child protection initiatives in partnership with other agencies	Not available	60% of Boroughs	100%	

Three of the five hate crime JD targets were achieved during 2001/02, with an improved performance on four indicators. It is noteworthy that the boroughs that met the targets also have higher victim satisfaction levels for race crime and a smaller gap between this level, and that of all victim satisfaction types.

### Race crime

The MPS' commitment to tackling racist crime is seen through the establishment of borough based Community Safety Units and the continued strength of the Corporate Racial and Violent Crime Task Force under the Diversity Directorate.

The second MPS Diversity Strategy 'Protect and Respect – Everybody Benefits' was launched by the Commissioner at the Queen Elizabeth II Conference Centre in April. Also during the year the Diversity Directorate produced corporate policy on Stop and Search, Family Liaison and Domestic Violence.

### Rape

The judicial disposal target for 2001/02 was not met, but the rate has improved by four percent. However the target was set assuming that there would be Haven funding, which in the event was not found\*. In total, ten boroughs across the MPS achieved the JD rate of 25%. For Haven boroughs the figures improved by around three percent.

Project Sapphire commenced in January 2001 following extensive consultation both within and outside the Service and in response to the objectives contained in the Policing and Performance Plan. The project focuses on improving the MPS's performance on rape investigation and significantly enhancing the care given to victims across London.

The MPS Sexual Offences Investigative Techniques (SOIT) trained officers have been identified as best practice by the Her Majesty's Inspector of Constabulary.

### Child sex abuse

The 35% judicial disposal target for 2001/02 was not reached. It was acknowledged early in the planning year that errors had occurred in the target setting process.

Looking at judicial disposal performance, there was a 7.7% reduction in the actual number of JDs. There has been a gradual increase (5.7%) in the number of child sex abuse offences recorded in the last two planning years. However, when looking more closely at the judicial disposal rate in 2001/02 there has been an upward trend particularly since November 2001, which gives grounds for optimism.

\* The Haven at Kings College Hospital Camberwell, is a unique partnership between the MPS and NHS trust. It provides forensic medical examination, screening for sexually transmitted infections, contraception, counselling and aftercare for sexual assault victims. The MPS hoped to develop Havens in partnership with other NHS trusts to provide a pan-London service.

## Autocrime

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
PP	The number of recorded autocrimes*	238,492	To reduce autocrime by 5%	245,688 3%
BV128	Autocrimes per 1,000 population	32.8	5% reduction (i.e. 31.13 Autocrimes per 1000 population)	33
BV128	Autocrimes – Judicial Disposals	4.4%	Judicial Disposal rate of 5%	4.3%

The MPS recorded a total of 245,688 autocrime offences in 2001/02, making up 23% of total notifiable offences. Whilst autocrime has increased by 3.0%, a breakdown shows that the largest increase was in theft from vehicles, which increased by 6.1%.

Criminal damage to motor vehicles increased by 1.5%, whilst theft of motor vehicles in fact reduced by 0.5%. The 2001/02 judicial disposal rate was 4.3%, and was relatively constant throughout the whole year.

## Terrorism

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
PP	The percentage of scenes involving suspect improvised explosive devices where scene management was assessed as effective	99.6%	100% of scenes involving suspect improvised devices where scene management was assessed as effective	98.5%

## Emergency Response

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
BV133	Percentage of responses to incidents requiring immediate response within local target response time (12 minutes)	76.6%	80%	72.5%
BV134	Percentage of 999 calls answered within local target response time (15 seconds)	83.6%	80%	73.6%

\* Autocrime consists of theft of motor vehicle, theft from a vehicle, criminal damage to a motor vehicle and motor vehicle interference & tampering.

The percentage of 999 calls answered within 15 seconds dropped by ten percent over the year. Performance was considerably better in the second half of the year, with 83.2% of calls answered in time compared with only 65.7% over the first half of the year.

Over the last two years there has been an increase in the number of calls made on the emergency 999 telephone number from mobile telephones where there is nobody on the line requesting any of the emergency services. Typically these were accidental calls originating when the mobile was in someone's pocket or bag, so unnoticed by the user. By June 2001 these calls accounted for a quarter of all emergency calls received. These calls are now still answered by the operator, but instead of being routed to New Scotland Yard, they are forwarded to an "automatic attendant" on a back up system. The call is then validated and only genuine calls are routed to be answered. The system went live nationally in October 2001 and now processes up to 22,000 calls a day on behalf of all emergency services throughout the UK.

#### Urgent incidents

There was a continuation of the gradual reduction in the percentage of urgent incidents attended within 12 minutes, and the year's performance was 7.5% below the target.

Homicide				
	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
PP	The percentage of homicides cleared up	89.9%	To achieve a clear up rate of 90%	72.8%

The target was not achieved because of a number of factors including:

- there has been an increase in the number of homicides this year (particularly Afro-Caribbean) which stretched resources
- committed resources to the post September 11 events
- the measures introduced by Section 51 Crime & Disorder Act, to reduce the delays in indictable cases reaching Crown Court impacted on the time available to prepare cases

Action towards reaching the targets include:

- the introduction of Murder Suppression Teams
- continued targeting of violent criminals through Operation Trident (see page 6)
- implementation of the Forensic Science Strategy to build up resources and expertise in support of serious crime investigation
- rollout of HOLMES2 (Home Office Large Major Enquiry System)



## Road Traffic Collisions

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
BV132	Number of road traffic collisions involving death or serious injury	0.76 per 1,000 population	0.74 killed or seriously injured per 1000 population	0.74 per 1000 population

## People Strategy

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
BV26	Number of working days lost through sickness per police officer	11 days per year	9 days per year	10.5 days per year
BV26	Number of working days lost through sickness per civilian employee	11.8 days per year	No target set. Specific sickness targets have been set individually for civil staff and traffic wardens	11.4 days per year
PP	The average number of days lost through sickness for civil staff (excluding traffic wardens)	10.6 days per year	10 days per year	10.8 days per year
PP	The average number of days sickness for traffic wardens	21.4 days per year	20 days per year	19.4 days per year
BV29	Number of medical retirements of police officers as a percentage of total officer numbers	0.8%	BVPI was changed after target was set – no longer applicable	0.8%
BV29	Number of medical retirements of civilian employees as a percentage of total civilian employees	1.0%	BVPI was changed after target was set – no longer applicable	0.6%

During the year there was an overall increase in sickness but the nature of sickness changed with a downward trend on long term and an increase in short term absenteeism. There is some disproportionality between male and female sickness rates but some work is required in this area to identify the reasons. There continues to be a downward trend in the reduction in the number of officers on full, half, or off pay (Regulation 46).

Initiatives to reduce sickness have included identification of 'hotspots' and providing a more focused visit to those units to offer help and guidance, and promulgating good practice. This is in addition to the work traditionally carried out by Occupation Health such as access to medical officers, physiotherapists, chiropractors and rehabilitation services.

Recruitment and Retention					
Rape	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
PP	The number of police officers recruited compared to the target	1,350 recruits	2,475 recruits	2,748 recruits	
PP	The number of civil staff recruited compared to the target	430 recruits	640 recruits, percentage of civil staff turnover (including traffic wardens)	1,470 recruits	
PP	Percentage of voluntary police leavers in the first 5 years of service	No figures available	6.50%	7.3%	
PP	Percentage of voluntary police leavers with 5 to 30 years service	No figures available	2.80%	2.3%	
PP	Percentage of civil staff turnover (including traffic wardens)	15.7%	13%	10.2%	
BV28	Percentage of police officers in operational posts	87.3%	No target set	87.33%	This indicator is calculated on a yearly basis
BV28	Percentage of police officers in operational support posts	9.6%	No target set	9.41%	This indicator is collated on a yearly basis
BV28	Percentage of police officers in organisational support posts	3.1%	No target set	3.26%	This indicator is collated on a yearly basis
PP	The total number of police officers	25376.9	No target quoted	26,110	

Whilst the 2001/02 target for police recruitment was met and exceeded by 11%, the number of civil staff recruited was 44% below target. This resulted in part from the restrictions on civil staff recruitment in the latter half of 2001/02 in order to manage the 2001/02 budget.

Diversity					
	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
BV24	Percentage of new appointments to the police strength who are female	20.6%	No target set	19.7%	
PP	The number of Visible Ethnic Minority (VEM) officers as a percentage of the police strength	4.0%	5% in the current year	4.79%	
BV25	Percentage of minority ethnic police officers in the Force compared to the percentage of minority ethnic population of working age	1:6.2	No target set	1:5.1	
PP	The difference in length of service of VEM officers compared to the length of service of other officers	4.14 years	10% reduction	4.55 years difference	
PP	The difference in the length of service of female officers compared to the length of service of male officers	4 years	6.6% reduction	3.72 years difference	
PP	The difference between the percentage of VEM civil staff in grades 10 (junior management) upwards and the percentage of VEM staff throughout all civil staff grades	4 years	10% reduction	9.25% difference	
PP	The difference between the percentage of VEM officers with 5 to 10 years service at sergeant level and above and other officers with 5 to 10 years service at sergeant level and above	1.9%	No difference	3.55% difference	
PP	The percentage of police and front line civil staff who have received Community and Race Relations training	31%	To provide training for 75% of identified staff by the end of March 2002	77%	This figure reflects all persons trained to date

In percentage terms, the proportion of women recruited was 19.7% of the total number of recruits, slightly lower than the previous year. However, this must be set in the context of the substantial rise in overall police recruitment, and in actual numbers, 542 women were appointed in 2001/02, almost double the number recruited in the previous year.

The proportion of visible ethnic minority (VEM) officers of total police strength at the end of the year increased to 4.79% compared with 4% for the previous year, just short of the 5% target. Nevertheless, in real terms this improvement represents a significant achievement: 283 VEM officers joined in 2001/02, an increase of 193 (214%) over 2000/01.

The difference in average length of service between VEM officers compared with other officers rose from 4.14 years to 4.55 years, against a target of 3.73 years. The MPS was unable to reduce the difference between the proportion of VEM officers with 5 to 10 years service at the rank of sergeant and above compared with other officers in that range. In fact the gap increased from 1.9% over the course of the year to 3.55%.

Any statistical conclusions about the situation of minority groups within the workforce were distorted by the dramatic increase in public recruitment and total strength. However, steady progress can be anticipated in these areas assuming that the improvement in VEM and female recruitment continues over the next few years, as these newly appointed officers begin to move through the service bands and ranks.

#### Community and Race Relations training (CRR)

Excellent progress has been made in delivering CRR training to police and front line civil staff. In fact this training was ahead of schedule at the end of the year, with 77% completed against the target of 75%.

#### Corruption and Dishonesty

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
BV21	Number of complaints per 1,000 officers	229.8	Levels to be monitored	189	
BV22	Percentage of complaints substantiated	2.35%	Levels to be monitored	3.3%	
PP	The number of MPS staff charged or convicted on one or more corruption related offences	-	Levels to be monitored	-	data not available
PP	The number of Police officers dealt with under service confidence procedures	-	Levels to be monitored	34	The figure shown includes both police and civil from Aug 00 to Nov 02

## Complaints and misconduct

	2000/01	2001/02
<b>CASES RECORDED</b> (Cases can comprise of multiple allegations)	3786	3337
<b>COMPLAINTS RECORDED</b> (There can be more than one complaint per case)	3819	3360
<b>BREAKDOWN OF COMPLAIN ALLEGATIONS</b> (There can be more than one allegation per case)		
<b>Oppressive behaviour</b>		
Serious Non-sexual assault	33	44
Sexual Assault	20	20
Other Assault	1215	1053
Oppressive conduct or harassment	529	420
Unlawful/unnecessary arrest or detention	352	271
<b>Sub total</b>	<b>2149</b>	<b>1808</b>
<b>Racially Discriminatory Behaviour</b>	<b>352</b>	<b>279</b>
<b>Malpractice</b>		
Irregularity in relation to evidence/perjury	142	97
Corrupt practice	19	30
Mishandling of property	206	176
<b>Sub total</b>	<b>367</b>	<b>303</b>
<b>Failure in duty</b>		
Breach of Code of Practice on Stop and Search	118	82
Breach of Code of Practice on searching of Premises and seizures of property	122	102
Breach of Codes of Practice on detention, treatment and questioning	241	132
Breach of Codes of Practice on identification procedures	2	3
Breach of Codes of Practice on tape recording	1	1
Multiple or unspecified breaches which cannot be allocated to a specified code	6	8
Failures in duty	1118	1074
Other irregularity in procedure	134	106
<b>Sub total</b>	<b>1742</b>	<b>1508</b>
<b>Incivility</b>	<b>1097</b>	<b>945</b>
<b>Traffic irregularity</b>	<b>35</b>	<b>31</b>
<b>Other</b>	<b>88</b>	<b>69</b>
<b>TOTAL</b>	<b>5830</b>	<b>4943</b>

## Complaint allegations completed

Results	2000/01	2001/02
Substantiated	138	169
Informally resolved	1831	1601
Unsubstantiated	1463	1066
Withdrawn or not proceeded with	810	846
Dispensed with by Police Complaints Authority as incapable of investigation	1635	1387
<b>Total (including complaints from previous years)</b>	<b>5877</b>	<b>5069</b>

## Officers punished as a result of misconduct proceedings during 2001/02

Sanction (number of officers)	Internal investigations	Complaints by the public
Dismissal	6	0
Required to resign	25	4
Reduction in rank	6	0
Reduction in pay	0	0
Fine	30	14
Reprimand	19	2
Caution	15	2
Admonished	9	16
Advice	85	168
Written warning	194	25
<b>Total</b>	<b>389</b>	<b>231</b>

## Referrals to the Police Complaints Authority during 2001/02

Cases referred to Police Complaints Authority at the investigation stage for supervision	2000/01	2001/02
Mandatory supervised	46	54
Discretionary supervised	35	36
Not supervised	32	30
Decision awaits	23	23
<b>Total referred</b>	<b>136</b>	<b>143</b>

## Customer Satisfaction and Public Opinion

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
BV120	Level of crime (using the British Crime Survey)	Relevant data unavailable	No target set	a)24.7% b)10.0% <sup>1</sup>	Indicator to be based on the 2001 British Crime Survey
BV121	Fear of crime (using the British Crime Survey)	Relevant data unavailable	No target set	a)18.0% b)19.2% c)29.18% <sup>2</sup>	Indicator to be based on the 2001 British Crime Survey
BV122	Feelings of public safety (using the British Crime Survey)	Relevant data unavailable	No target set	31.8% <sup>3</sup>	Indicator to be based on the 2001 British Crime Survey
BV23	Percentage of the public satisfied with police initial response to 999 calls	78.9%	90%	79.2%	This data is available quarterly to September 2001
BV23	Percentage of victims satisfied with police initial response to a report of a violent crime	74.4%	90%	72.7%	This data is available quarterly to September 2001
BV23	Percentage of victims satisfied with police initial response to a report of a burglary of a dwelling	83.7%	90%	83.7%	This data is available quarterly to September 2001
BV23	Percentage of victims of road traffic collisions satisfied with the police service at the scene of the collision	91.8%	90%	90.9%	

Performance relating to customer satisfaction (BV 23) remained relatively stable between 2000/01 and 2001/02, increasing by two % in relation to police action in response to 999 calls and declining by about one % in the remaining three areas.

Survey methods changed in 2000/01 with the move from paper based surveys to telephone surveys and the introduction of a box for those with "mixed feelings" about the level of service received. At the same time customer satisfaction levels dropped. The stability in levels of satisfaction between 2000/01 and 2001/02 would seem to suggest that the earlier drop in satisfaction levels is at least in part related to the change in survey methods. Targets for 2000/01 and 2001/02 however remained at the old standard of 90% until the impact of these changes could be seen, and have been reassessed for 2003/04. It should be noted that the MPS and City Police are classified together in the British Crime Survey.

In comparing against other metropolitan forces (Greater Manchester, Merseyside, Northumbria, South Yorkshire, West Midlands and West Yorkshire), the MPS and City are joint third for levels of household crime. Worry about burglary is third lowest and worry about car crime is second lowest. Prevalence for personal crime is higher in the MPS/City than in other forces and worry about violent crime is second highest after West Midlands.

<sup>1</sup> BV 120 consists of two indicators  
a) estimate the chance of becoming a victim of household crime  
b) personal crime

<sup>2</sup> BV 121 consists of worry about fear of crime  
a) worry about the burglary  
b) worry about motor vehicle crime  
c) worry about violence

<sup>3</sup> BV 122 consists of a range of indicators constructed by using scales of 0-3 (0 for no problem to 3 for very big problem) covering teenagers hanging around, vandalism, racial attacks, drug dealing and drunkenness.



## Miscellaneous

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
BV19	Has HMIC assessed the force as having achieved its efficiency target in the last year?	Yes	Not applicable	Yes
BV124	Actual net revenue expenditure per 1,000 population	£253,709	No target set	£288,841
BV152	Percentage of Police Authority buildings open to the public which are suitable for and accessible to disabled people	54.9%	52%	54.9%
BV131	Percentage of all full files provided to the Crown Prosecution Service both within pre-trial issue time guidelines and which are fully satisfactory or sufficient to proceed	67.2%	No target set	64.2%
BV131	Percentage of all expedited/remand files provided to the Crown Prosecution Service which are fully satisfactory or sufficient to proceed	98.7%	No target set	99.2%

## Disorder

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
BV130	Number of public disorder incidents per 1,000 population	58.9	No target set	58.4

## Clearups

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance	Comments
BV136	Percentage of notifiable offences that were detected where a person has been charged reported for summons or cautioned, or the offence has been taken into consideration by a court	Relevant data unavailable	No target set	11.8%	These figures are calculated using the 2001/02 definition. MPS is unable to provide data against the 2000/01 definition

## Total Crime

	Indicator	2000/01 Performance	Performance Target for 2001/02	2001/02 Performance
BV125	Total recorded crimes per 1,000 population	136.6	No specific target set. BVPI targets have been set to reduce burglary, street crime and autocrime specifically	143.5
BV125	Total recorded crimes – percentage detected (Judicial Disposals)	12.1%	No target set, targets have been set for specific offences	11.8%

## Deaths in police custody

By cause of death				
Total number of deaths in custody	Killed themselves whilst the balance of their mind was disturbed	Natural causes	Inquest pending	No inquest
9	1	1	6	1

By place of death			
Total	In police station	Hospital	Elsewhere
9	0	8	1

## Performance against MPS targets 2001/02

	Total size	In target	% achievement
Answer 999 calls within 15 seconds 80% of the time	2,496,367	1,836,221	73.56%
Answer calls to our operators other than 999 calls within 18 seconds 90% of the time	5,659,181	5,087,118	89.89%
Answer calls which come direct lines within 30 seconds 60% of time	5,191,249	2,583,389	49.80%
Arrive at urgent incidents within 12 minutes 80% of the time	750,888	544,300	72.49%
Leave our customers with a good impression of service received, 80% of the time for callers at police stations	2,417	1,892	78.28%
Leave our customers with a good impression of service received, 90% of the time for victims of crime	6,311	4,957	78.55%
Leave our customers with a good impression of service received, 90% of the time for road traffic victims	3,083	2,802	90.89%

## Notifiable offences recorded and clear-up rates

	Offences	Clear Ups	Clear Up Rates
<b>Violence Against the Person</b>	<b>161359</b>	<b>41304</b>	<b>25.60%</b>
Murder	190	138	72.63%
Grievous bodily harm (GBH)	5406	1798	33.26%
Actual bodily harm (ABH)	36891	10178	27.59%
Common Assault	77083	13083	16.97%
Offensive weapon	7989	6578	82.34%
Harassment	25582	6043	23.62%
<b>Sexual Offences</b>	<b>9944</b>	<b>3201</b>	<b>32.19%</b>
Rape	2498	664	26.58%
Other sexual	7446	2537	34.07%
<b>Robbery</b>	<b>53547</b>	<b>6042</b>	<b>11.28%</b>
Robbery of personal property	49446	5292	10.70%
Robbery of business property	4101	750	18.29%
Street crime (robbery of personal property + snatch theft)	69987	6091	8.70%
<b>Burglary</b>	<b>116027</b>	<b>12046</b>	<b>10.38%</b>
Burglary in a dwelling	73931	6854	9.27%
Burglary in other buildings	42096	5192	12.33%
<b>Theft and handling</b>	<b>443572</b>	<b>38672</b>	<b>8.72%</b>
<b>Motor vehicle crime</b>	<b>177188</b>	<b>8118</b>	<b>4.58%</b>
Theft/taking of motor vehicle	62114	5572	8.97%
Theft from a vehicle	112146	2251	2.01%
Motor vehicle interference & tampering	2928	295	10.08%
Autocrime	245688	11875	4.83%
<b>Theft from person</b>	<b>48510</b>	<b>1158</b>	<b>2.39%</b>
Snatches	20541	799	3.89%
Picking pockets etc	27969	359	1.28%
<b>All other theft</b>	<b>214937</b>	<b>27511</b>	<b>12.80%</b>
Theft from shops	42522	20954	49.28%
Theft/taking of pedal cycles	14340	223	1.56%
Other theft	158075	6334	4.01%
<b>Handling stolen goods</b>	<b>2937</b>	<b>1885</b>	<b>64.18%</b>
<b>Fraud or forgery</b>	<b>87873</b>	<b>8526</b>	<b>9.70%</b>
Counted per victim	85678	7336	8.56%
Other fraud or forgery	2195	1190	54.21%
<b>Criminal damage</b>	<b>147804</b>	<b>12255</b>	<b>8.29%</b>
Criminal damage to a dwelling	39641	3516	8.87%
Criminal damage to other building	23207	2551	10.99%
Criminal damage to motor vehicle	68500	3757	5.48%
Other criminal damage	16456	2431	14.77%
<b>Drugs</b>	<b>26208</b>	<b>22075</b>	<b>84.23%</b>
Drug trafficking	4386	3788	86.37%
Possession of drugs	21543	18052	83.80%
Other drug offences	279	235	84.23%
<b>Other Notifiable Offences</b>	<b>11026</b>	<b>4706</b>	<b>42.68%</b>
Going equipped	1082	758	70.06%
Other notifiable	9944	3948	39.70%
<b>TOTAL NOTIFIABLE OFFENCES</b>	<b>1057360</b>	<b>148827</b>	<b>14.08%</b>

