METROPOLITAN POLICE Working together for a safer London
PERFORMANCE INFORMATION BUREAU

PLEDGE PERFORMANCE MEASURES REPORT - June 2009

Guidance Notes

Traffic Lights	Decimal Places
Red > 10% worse than Target	Survey measures to 0 d.p.
Amber < 10% worse than Target	All others to 1 d.p.
Green > = Target	

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999 calls within 10 seconds & **Non-emergency calls within 30 seconds**

The current method of counting is based on the last leg of the call i.e. the MPS centre where it is answered
The clock starts counting immediately for 999 calls and after the initial greeting message has played for non-emergency callers

The shift pattern used for these calls in this report is 00:00 to 23:59 (midnight to midnight).

The percentage of 999 calls answered within the target is calculated as follows:

% 999 calls answered within target = (999 calls answered within 10 seconds)/((total 999 calls offered) - (abandoned 999 calls within 10 seconds))

The percentage of Non-emergency calls within the target is calculated as:

% Non-emergency calls answered within target = (Non-emergency calls answered within 30 seconds)/
((total Non-emergency calls offered) -(abandoned Non-emergency calls within 30 seconds))

Emergency calls despatches within 12 minutes & **Other priority calls despatches within 1 hour**

This is a percentage of I and S calls taken from CAD that are attended within 12 minutes or 1 hour respectively.
(I calls are 'Emergency calls' and S calls are 'Other priority calls').
The target is set to be achieved 75% of the time.
When calculating the percentage, blanks, negatives and duplicates have been removed. Outlier times have been left in.

Please note that any Data Items from CAD will have been extracted via the DARIS MI database which now holds live data and as such, any figures produced on any given day, may not be the same as those run on a different day.

Voicemail pickup times

Voicemail pickup times or "Messages Retrieved Within Target" is the number of messages that have been retrieved within 63 hours as a percentage of the number of messages recorded in the current reporting period.

The use of telephony and voicemail is increasingly in the spotlight as an aspect of modernisation and citizen focus.

Boroughs are now required to have 27 generic extensions with corporate voicemail boxes covering the main aspects of borough operations so that calls from the public and internal calls can be more effectively directed and the outcome monitored.

The Borough Voicemail Report enables managers to:

· Keep track of each borough's compliance with voicemail monitoring procedures
· To identify teams within each borough that are not utilising voicemail to standard
· To identify teams within each borough that may require staffing or procedural changes

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VCoP 5.9 compliance

VCoP stands for 'Victim Code of Practice'

5.9 compliance identifies the percentage of all incomplete VCoP applicable records where the victim has been updated with information on their case within the last 28 days (any H code, or any A Code with a printed letter). This continues until the case is closed.

CARBs

CARB stands for Collision Accident Report Book

This is a measurement of timeliness between the date of a reportable collision and the MPS making contact with the collision participant by letter. Timeliness is significant as lengthy delays contribute to customer dissatisfaction, and attract failure costs (e.g. repeat calls to CCC etc.). The 'average' shown represents the percentage of recorded collisons where a letter was sent out to the participant within 10 days of the incident.

SMF Compliance

SMF stands for 'Short Message Format'

This shows the % of times that compliant SMFs were submitted to Marlowe House for personal injury and certain fail to stop incidents, as set out in the policy http://intranet.aware.mps/DPA/notices/Notices/2008/48/Notices48-0801.htm.

This supports the pledge commitment to contact those involved in collisions within ten days.

User Satisfaction Survey (USS)

In this report the USS data (Ease of Contact, Follow Up, Treatment etc) come from the User Satisfaction Survey which is a corporate survey conducted with victims of domestic burglary, violent crime, vehicle crime and RTCs (Road Traffic Collisions).

The survey is conducted with respondents 6-12 weeks after their incident, and asks them to assess their experience with the police and the service they were provided. The survey covers several key areas of the experience, including the ease of contacting the police initially, the follow up received from the police and the treatment by the police. The data here relates to the % of satisfied respondents for that section as measured on a 7 point satisfaction scale (that is collapsed to a three point scale).

The data is reported by borough on a 12 monthly rolling basis with every quarter.
(Survey results are roughly 3 months in arrears from the date of the crime).

Public Attitude Survey (PAS)

The Public Perception data contained within this report comes from the following questions in the Public Attitude Survey.

The Police would treat you with respect if you had contact with them for any reason? (PAS 62b)
Have you heard about your local Safer Neighbourhoods policing team? (PAS RQ80e)
Police are dealing with things that matter to this community? (PAS Q62f)
Do you know what your Safer Neighbourhoods Team's priorities are? (PAS Q.133)

The Public Attitude Survey (PAS) measures Londoners' perceptions of policing, identifies their priorities and experiences of crime and policing and has taken place since 1983. This survey merges information on people's experiences of crime, anti social behaviour and contact with police through a clear structure of questions that enable a steer to action, to challenge the problems people face in their local areas.

The PAS samples 20,000 residents across London each year, conducting interviews throughout the year and reporting on a quarterly basis.

Disclaimer:

SRAU Survey reports provide context to the PAS & USS results in this report and will be released on the 17 August. This will include detailed information explaining individual borough performance and MPS trends.

Your Voice Counts

Members of the public can leave their comments with regards to how the MPS is meeting the pledge. This can be done via a feedback form on the MPS website or by telephone. There is a target to acknowledge messages received within 24 hours.

(The 'Your Voice Counts' internet feedback facility launched in September 2007, but has now been transformed into the Pledge Feedback facility. Alternatively, the public can leave their message by phoning the Customer Service Unit on 020 7230 4737 which went live in October 2008).

Safer Neighbourhoods - Time Spent on Ward Duties

It should be stressed that in this report the data regarding the time spent by Safer Neighbourhood teams in their neighbourhoods is not the same as the Policing Pledge measure. Whilst the pledge measure is the time spent by Safer Neighbourhoods teams *visibly* working in their neighbourhood, the SN data in this report is the time spent on core safer neighbourhoods work or duties by the SN teams, whether visible or otherwise.

This is a high level measure sourced from CARM & MetDuties, and whilst it is not the exact Pledge measure, with the current systems in place it is the best measure currently available. (In the future there may be the potential to record time spent by Safer Neighbourhoods teams working visibly in their neighbourhoods, once APLS is implemented).

The *abstractions* in this Safer Neighbourhoods data are:

The total paid hours do not include work free days, rest days or public holidays.
The worked hours do not include annual leave, leave, training or sick.
Included in the worked hours, but not included in the core duties hours are CAD, custody, recuperative duties, court and AID.

Pledge Performance Measures - MPS

Pledge Number	Pledge Topic	Indicator	Calendar Year 2008 (pre-pledge baseline)	Target	FYTD 2009/10 (Apr 09 - Jun 09)	Latest month: June 2009	Rolling 12 months to June 09
1	Treatment and access	Satisfaction with treatment (USS Q.35)	89%	N/A			88%
		Police would treat you with respect if you had contact with them for any reason (PAS 62b)	78%	79%			77%
		Satisfaction gap between white and BME victims of crime (USS)	5%	3.8%			6%
		Satisfaction with ease of contact (USS)	91%	N/A			92%
		Respond to voicemail within 2 working days. Voicemails should be retrieved within 63 hours. (Proxy measure based on list of standard BOCU functional telephone extensions)	69.7% (Dec 08)	N/A	70.4%	70.3% (May 09 70.1%)	
2	Know your SN Teams & how to contact them	Have you heard about your local Safer Neighbourhoods policing team? (PAS RQ80e)	29%	45%			33%
3	SN Teams time on core duties & solving local problems	Time spent on ward duties (Proxy - CARMS)	96.0% (Dec 08)	80%	96.2%	96.4%	96.0%
		Police dealing with things that matter to this community (PAS Q62f)	65%	N/A			65%
4	Respond to SN messages within 24 hours	No measure available					
5	Emergency call answering, advising next steps & ETA. Emergency response within 12 minutes	999 calls within 10 seconds (CCC)	87.1%	90%	88.4%	87.1%	88.3%
		Non-emergency calls within 30 seconds (CCC)	90.5%	90%	89.5%	88.7%	89.7%
		Time frame given for attendance (USS Q.10 - telephone reporters only)	46%	N/A			34%
		Did you get to speak to someone in a reasonable time? (USS Q6.b - telephone reporters only)	94%	N/A			95%
		Emergency calls within 12 minutes (I-calls) [Note NCHS impacts from 1 May]	65.2%	75%	69.7%	70.5%	67.9%
6	Non-emergency response & appointments	Non-emergency response within 60 mins. (Proxy measure in place of response to vulnerable victims & neighbourhood priorities).	49.5%	75%	66.3%	68.6%	57.6%
		Arrive on time for appointments in 48 hours or at convenience (USS Q.15a - respondents who arranged appointment only).	85%	N/A			84%
7	Attend public meetings monthly	Do you know what your Safer Neighbourhoods Team's priorities are? (PAS Q.133)	Awaits	N/A			18%
8	Provide monthly updates (on progress made & on local crime and policing issues).	Supply crime maps, information on specific crimes, what happened to those brought to justice, what action is being taken to make your neighbourhood safer and force performance data. No measure available.					
9	Keep victims informed of progress monthly	Satisfaction with follow up (USS Q.29)	63%	N/A			66%
		Victim updated at least once every 28 days (VCOP measure 5.9)	71% (Dec 08)	90%		88.0% (May 09 89.0%)	
10	Contact you and explain failure to keep our promises	Comments received through the MPS pledge feedback or dedicated telephone number acknowledged within 24 hours (Reward and Resolution process)		100%	92.8%	89.4%	
11	Contact RTC victims within 10 working days (CARBs)	Letter sent to RTC victim within 10 calendar days		10 days 100%	87.0%	86.0%	

Pledge Topic 1: Treatment and Access

Borough	Area	Satisfaction with treatment	Police treat you with respect	Voicemail retrieval
		USS	PAS	PIB voicemail report
		Target N/A	Target 79%	Target N/A
		Rolling 12 months	Rolling 12 months	Latest month
		Jul 2008 - Jun 2009	Jul 2008 - Jun 2009	Jun-09
Camden	North	88%	71%	71.0%
Enfield	North	87%	86%	54.9%
Hackney	North	85%	78%	89.4%
Haringey	North	89%	96%	84.7%
Islington	North	85%	61%	72.0%
Tower Hamlets	North	86%	75%	42.1%
NORTH TOTAL				
Barking & Dagenham	East	85%	69%	64.7%
Havering	East	91%	69%	90.2%
Newham	East	90%	88%	90.4%
Redbridge	East	87%	78%	80.0%
Waltham Forest	East	84%	92%	46.8%
EAST TOTAL				
Bexley	South	91%	54%	81.0%
Bromley	South	90%	78%	94.6%
Croydon	South	88%	85%	96.1%
Merton	South	88%	81%	85.8%
Sutton	South	89%	48%	90.1%
Wandsworth	South	88%	88%	58.8%
SOUTH TOTAL				
Greenwich	Central South	86%	78%	49.0%
Lambeth	Central South	87%	86%	61.3%
Lewisham	Central South	90%	82%	57.6%
Southwark	Central South	88%	54%	81.3%
CENTRAL SOUTH TOTAL				
Barnet	West	86%	95%	96.3%
Brent	West	86%	63%	95.5%
Ealing	West	87%	79%	35.7%
Hammersmith & Fulham	West	87%	71%	24.6%
Harrow	West	91%	78%	56.3%
Hillingdon	West	87%	94%	57.7%
Hounslow	West	87%	99%	38.3%
Kensington & Chelsea	West	90%	64%	49.8%
Kingston Upon Thames	West	91%	91%	96.7%
Richmond Upon Thames	West	91%	81%	72.2%
WEST TOTAL				
Westminster		89%	62%	79.2%
MPS Total		**88%**	**77%**	**70.3%**

Pledge topics 2 - 4, 7: Safer Neighbourhoods

Borough	Area	Heard about your SN team PAS Target 45% Rolling 12 months Jul 2008 - Jun 2009	Time spent on ward duties PIB SN abstractions Target 80% Latest Month June 2009	Police deal with the things that matter PAS Target N/A Rolling 12 months Jul 2008 - Jun 2009	Know your SN priorities? PAS Target N/A Rolling 12 months Jul 2008 - Jun 2009
Camden	North	41%	96.6%	62%	25%
Enfield	North	35%	98.3%	54%	18%
Hackney	North	16%	91.4%	72%	15%
Haringey	North	6%	96.7%	79%	1%
Islington	North	17%	98.1%	55%	0%
Tower Hamlets	North	37%	97.8%	77%	60%
NORTH TOTAL			96.6%		
Barking & Dagenham	East	28%	95.0%	40%	7%
Havering	East	39%	97.1%	54%	14%
Newham	East	7%	94.2%	63%	2%
Redbridge	East	29%	98.8%	66%	18%
Waltham Forest	East	8%	92.7%	78%	3%
EAST TOTAL			95.6%		
Bexley	South	97%	98.6%	10%	30%
Bromley	South	35%	96.3%	59%	18%
Croydon	South	42%	98.8%	68%	24%
Merton	South	37%	97.6%	63%	22%
Sutton	South	23%	96.6%	34%	7%
Wandsworth	South	59%	94.9%	82%	52%
SOUTH TOTAL			97.2%		
Greenwich	Central South	50%	98.2%	66%	11%
Lambeth	Central South	56%	94.1%	72%	36%
Lewisham	Central South	63%	94.0%	77%	11%
Southwark	Central South	22%	98.2%	52%	10%
CENTRAL SOUTH TOTAL			96.2%		
Barnet	West	5%	98.3%	72%	0%
Brent	West	17%	98.5%	56%	0%
Ealing	West	33%	91.2%	74%	23%
Hammersmith & Fulham	West	21%	98.1%	64%	0%
Harrow	West	9%	93.8%	61%	3%
Hillingdon	West	24%	94.9%	73%	8%
Hounslow	West	1%	96.1%	99%	0%
Kensington & Chelsea	West	15%	98.3%	61%	0%
Kingston Upon Thames	West	81%	99.0%	88%	72%
Richmond Upon Thames	West	47%	94.3%	85%	58%
WEST TOTAL			96.2%		
Westminster		20%	95.7%	59%	0%
MPS Total		33%	96.4%	65%	18%

Pledge topics 5-6: Response

Borough	Area	999 call answering CCC performance reports Target 90% (within 10 seconds) Latest Month June 2009	Non emergency call answering CCC performance reports Target 90% (within 30 seconds) Latest Month June 2009	I call response RST report Target 75% (within 12 minutes) Latest Month June 2009	S call response RST report Target 75% (within 60 minutes) Latest Month June 2009	E call response RST report Target N/A Latest Month June 2009
Camden	North			74.2%	77.4%	
Enfield	North			58.3%	58.0%	
Hackney	North			68.3%	56.9%	
Haringey	North			78.1%	64.0%	
Islington	North			82.6%	74.1%	
Tower Hamlets	North			72.1%	63.5%	
NORTH TOTAL				72.2%	66.0%	
Barking & Dagenham	East			71.1%	68.9%	
Havering	East			70.8%	70.2%	
Newham	East			77.5%	66.6%	
Redbridge	East			82.4%	87.0%	
Waltham Forest	East			57.0%	57.4%	
EAST TOTAL				71.9%	69.8%	
BOW TOTAL (*North & East*)		86.4%	86.9%			
Bexley	South			62.1%	71.6%	
Bromley	South			57.7%	76.2%	
Croydon	South			73.4%	71.2%	
Merton	South			69.2%	70.5%	
Sutton	South			65.2%	64.3%	
Wandsworth	South			67.4%	56.7%	
SOUTH TOTAL				66.9%	68.4%	
Greenwich	Central South			60.6%	64.3%	
Lambeth	Central South			78.9%	69.5%	
Lewisham	Central South			66.9%	58.9%	
Southwark	Central South			71.9%	72.7%	
CENTRAL SOUTH TOTAL				70.6%	66.9%	
LAMBETH TOTAL (*South & Central South*)		87.0%	88.9%			
Barnet	West			58.3%	67.5%	
Brent	West			67.3%	61.2%	
Ealing	West			67.4%	65.9%	
Hammersmith & Fulham	West			74.0%	66.9%	
Harrow	West			66.4%	63.6%	
Hillingdon	West			60.0%	69.3%	
Hounslow	West			60.3%	62.5%	
Kensington & Chelsea	West			83.7%	70.5%	
Kingston Upon Thames	West			69.1%	70.0%	
Richmond Upon Thames	West			67.9%	62.7%	
WEST TOTAL				67.0%	65.9%	
Westminster				85.4%	82.8%	
HENDON TOTAL (*West & Westminster*)		87.8%	90.3%			
MPS Total		87.1%	88.7%	70.5%	68.6%	

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Pledge topics 9-11: Keeping informed and resolving problems

Borough	Area	Crime victims		Road traffic collisions	
		Satisfaction with follow-up	Kept updated every 28 days	Contact within 10 working days	SMF compliance
		USS	VCoP report	RTC process report	RTC process report
		Target N/A	Target 90%	Target 100%	Target N/A
		Rolling 12 months	Latest month	FYTD	FYTD
		Jul 2008 - Jun 2009	June 2009	FYTD 2009/10 (Apr 09 - Jun 09)	FYTD 2009/10 (Apr 09 - Jun 09)
Camden	North	71%	93%	92.9%	76.7%
Enfield	North	68%	58%	62.3%	41.9%
Hackney	North	63%	91%	88.8%	63.6%
Haringey	North	64%	77%	82.2%	55.7%
Islington	North	60%	97%	72.9%	54.8%
Tower Hamlets	North	63%	97%	85.9%	41.4%
NORTH TOTAL				79.4%	55.9%
Barking & Dagenham	East	62%	89%	84.6%	55.8%
Havering	East	67%	85%	87.2%	25.1%
Newham	East	66%	75%	91.7%	59.7%
Redbridge	East	62%	93%	78.5%	52.5%
Waltham Forest	East	63%	94%	87.4%	49.5%
EAST TOTAL				85.5%	48.9%
Bexley	South	68%	96%	95.3%	51.5%
Bromley	South	69%	93%	91.2%	51.5%
Croydon	South	63%	95%	78.5%	56.2%
Merton	South	67%	99%	95.8%	73.9%
Sutton	South	68%	98%	80.9%	46.2%
Wandsworth	South	68%	95%	94.7%	62.1%
SOUTH TOTAL				88.1%	56.8%
Greenwich	Central South	60%	75%	91.7%	60.7%
Lambeth	Central South	62%	91%	93.1%	47.8%
Lewisham	Central South	66%	89%	96.2%	65.8%
Southwark	Central South	71%	88%	94.2%	64.8%
CENTRAL SOUTH TOTAL				93.8%	59.0%
Barnet	West	62%	88%	97.3%	79.5%
Brent	West	65%	80%	98.4%	54.1%
Ealing	West	67%	96%	92.3%	76.2%
Hammersmith & Fulham	West	65%	94%	98.2%	70.4%
Harrow	West	64%	65%	74.0%	7.7%
Hillingdon	West	66%	90%	83.1%	50.8%
Hounslow	West	63%	99%	84.9%	80.9%
Kensington & Chelsea	West	72%	96%	99.4%	67.0%
Kingston Upon Thames	West	73%	96%	93.5%	73.9%
Richmond Upon Thames	West	71%	94%	93.3%	68.9%
WEST TOTAL				91.4%	64.8%
Westminster		68%	87%	92.8%	78.3%
MPS Total		**66%**	**88%**	**87.4%**	**59.2%**