

## PRC PERFORMANCE EXCEPTION REPORT

The Corporate Performance Meeting (CPM) was held on 23<sup>rd</sup> April 2003. The meeting considered performance reports covering the MPS, TP and DCC.

### Corporate Performance Report

The year-end performance figures were discussed and it was agreed that overall MPS performance, but particularly TP performance, was good. The key exception noted was that, in all cases but one, targets based on survey data were not being achieved. A discussion ensued regarding how this could be remedied and it was requested:

- that a report be produced, co-ordinated by CPAU with input from TP, for June PRC outlining the current position regarding survey based targets.

There was also a discussion regarding the sickness targets, which are not being achieved, however this was not felt to require further work at this time, given that MPS sickness levels compare favourably with those in most similar forces, and BCU sickness levels compare favourably with those in CDRP family members (source – PSU 2002-3 performance monitors).

### TP Performance

TP presented an overview of the TP performance regime, including a list of boroughs where performance reviews had taken place, and the criteria for selection of boroughs.

It was reported that Newham had recently received a performance review visit, following increased street crime levels and a low JD rate. Key findings included the need for: clearer accountabilities for performance (including through individual personal development reviews); improved crime analysis; and investigative processes. Issues affecting the Borough included the adjustments necessary to manage large intakes of probationers and adequacy of key skills, e.g. detectives.

The next borough to be reviewed will be Tower Hamlets, which was selected due to recent increases in street crime and burglary (based on 4- and 12-week comparisons).

### DCC Performance

The DCC performance report for March 2003 was presented. This was discussed, however was predominantly business management information (finance and personnel) rather than performance outcome information, and also did not contain all DCC departments due to recent reorganisation.

This report will be revised to reflect current DCC structures, and include all DCC led policing plan targets and supporting activities for 2003-4 and should become more relevant to the CPM in this way.

Note: This report does not include DCC10 (DoI) performance information which will be considered separately.

May's CPM will consider TP, SO and HR performance reports. The full Corporate Performance Report is attached for members' information.

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24<sup>th</sup> April 2003

## MPS MARCH PERFORMANCE REPORT

This report compares performance for the financial year 2002-03 against 2001-02. A full list of performance measures is provided in Annex A.

### POLICING PLAN PRIORITIES

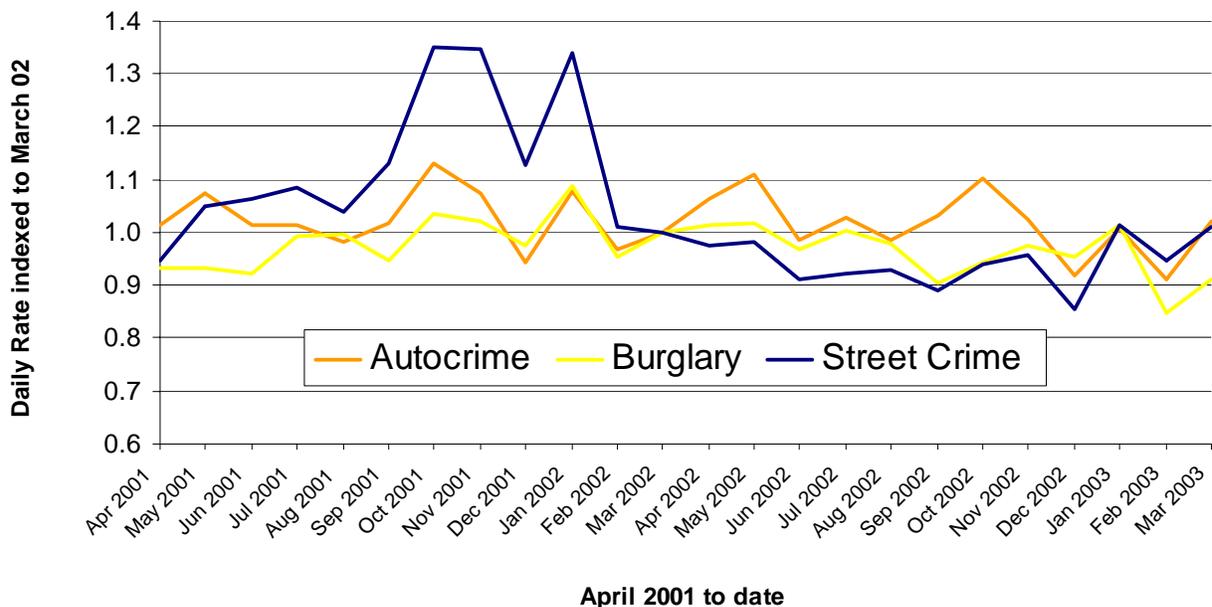
#### To increase the security of the capital against terrorism

- 1 The year to date figure has improved slightly in March 2003 to 75.6%, however this was not enough to achieve the 80% target.
- 2 The target that zero terrorist attacks occur in London has been achieved.

#### To create safer communities for Londoners

- 3 All three headline crime reduction targets (street crime, burglary and autocrime) have been met and the judicial disposal rate target with regards to burglary has been met.
- 4 For street crime 2002/3 performance shows a substantial improvement on the previous three years' increases with a reduction of 15.8%. This is not quite as positive as figures reported from November 2002 to January 2003, however represents a very comfortable achievement of the target set for 2002/3. Safer streets boroughs have led the way throughout 2002/03 with a 17.5% reduction for the year. The March street crime level is slightly higher (by 1.2%) than that recorded in March 2002.

**Chart 1: MPS Volume Crime Levels**

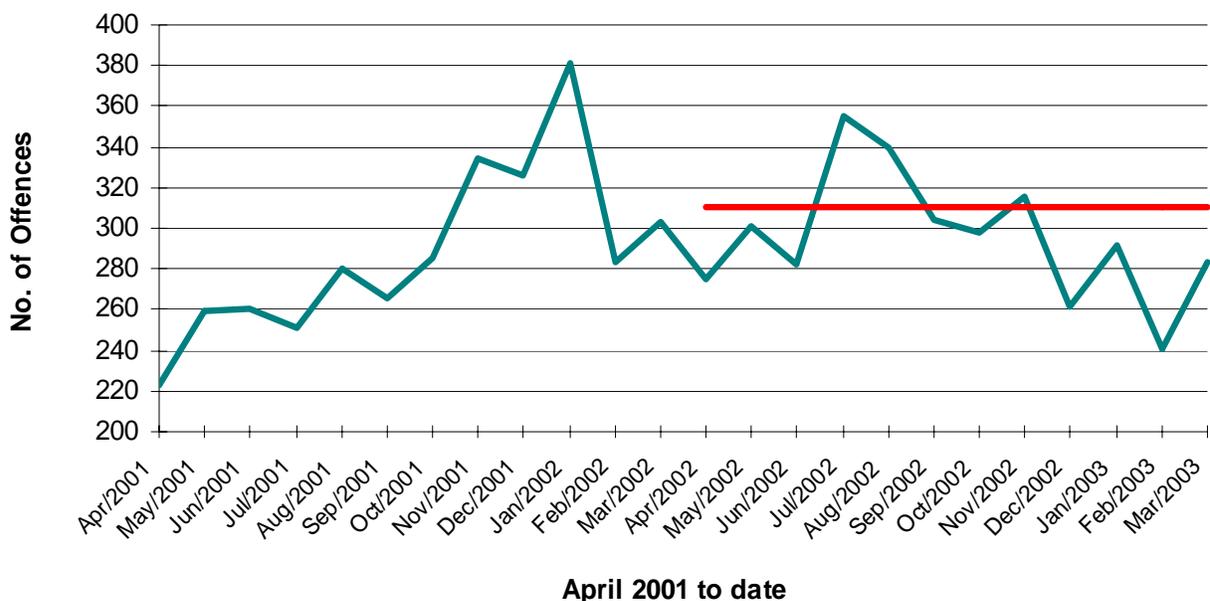


5. The target for burglary offence reduction has been comfortably achieved, aided by March's performance (average daily rate of 289, lowest since September 2002). Safer Homes boroughs have improved collectively to a 1.1% increase for 2002/03 on the previous performance year. This is a substantial improvement on a 14.2% performance year increase recorded for these boroughs during April-September 2002.
6. Autocrime offences have seen a 1.2% reduction during the performance year 2002/3 on the previous year 2001/2.
7. Performance in March has had no effectual change on the JD rates for street crime, burglary or autocrime. Despite not meeting the 2002/3 target, the street crime JD rate has improved on the previous year and the JD rate for the robbery of personal property element has seen a marked improvement from 9.8% to 11.4%

<b>Table 1: Volume Crime JD rates</b>	Street crime	Burglary	Autocrime
2001-2002	8.0%	10.0%	4.3%
2002-3 target	10%	11%	5%
<b>April 02- March 03</b>	<b>8.7%</b>	<b>12.3%</b>	<b>4.3%</b>

8. The number of gun related violent crime offences for 2002/3 has seen a 2.8% increase. The average monthly figure over 2002/3 (296) remains below the cap target level set of 310 offences. The monthly figure for March (283) is lower than the respective month for 2001/2, and a downward trend is evident from July 2002 onwards.

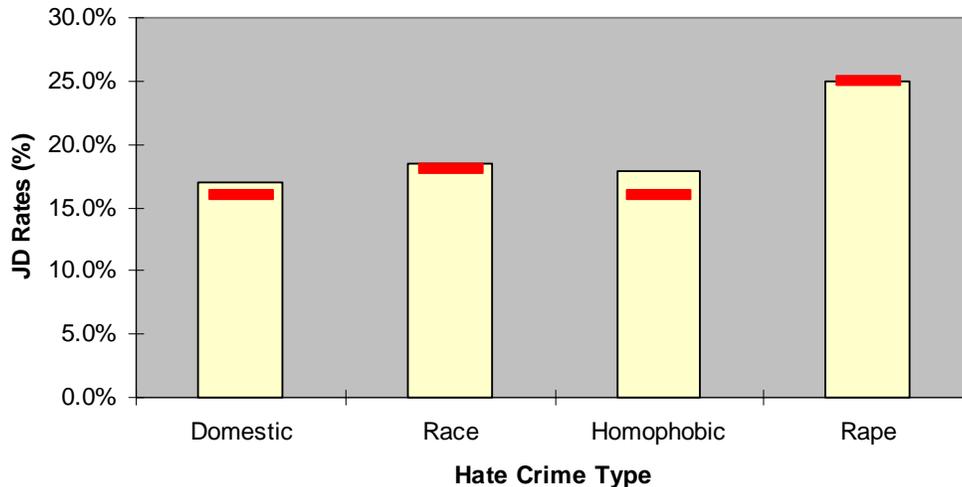
**Chart 2: MPS Gun Related Violent Crime Offences**



### To improve the police response to vulnerable victims

10. All four judicial disposal targets set for police response to vulnerable victims were achieved for the performance year 2002/3. These relate to domestic violence, racist crime, homophobic crime and rape.
11. March's exceptional rape JD rate of 34.2%, the highest monthly rate since April 1999, has ensured target achievement.

**Chart 3: Hate Crime Judicial Disposal rates**



### To tackle youth offending

12. The proportion of PYOs dealt with from arrest to charge within two days (70.2%) for 2002/3 has achieved the 70% target. Furthermore, the proportion of PYOs dealt with from charge to first court listing within seven days (75.0%) remains comfortably above the 71% target.
13. This financial year has seen considerable reduction in the number of youths accused. The performance year reduction in this number has grown to 15.3% for April-March 2002/03 ensuring the MPS is comfortably achieving the 3% reduction target.

### OTHER MPS PRIORITIES

14. Customer satisfaction survey results for the last quarter of 2002/3 have shown very little improvement on victim satisfaction to MPS responses (999 calls, violent crimes, burglary dwelling crimes and traffic collisions). For 2002/3, the MPS has only met the victim satisfaction target for our service at a scene of a traffic collision.
15. Satisfaction for victims of racist crime in comparison to victims of all crime, differ by 8.9%points. This represents a deterioration on the previous year in the attempt to achieve parity.
16. An improved approach to dealing with the backlog of applicants has influenced a substantial drop in the number of average weeks from application to offer from 54 weeks recorded in the previous month, to 45 weeks in March 2003.

## NCRS – National Crime Recording Standards

17. The most recent estimates of the impact of NCRS introduction are based on data for the financial year 2002/3. The table below shows the estimated impact of NCRS on total notifiable offences (TNOs) and violence against the person offences (VAPs), together with 95% confidence limits.

	Total Notifiable Offences	Violence Against the Person
Estimated NCRS Impact	11.9%	19.9%
Upper Limit	17.4%	24.6%
Lower Limit	6.5%	15.2%

18. A year of NCRS implementation has seen a NCRS related increase in violence against the person in the range +15% to +25%. This has subsequently impacted on the total notifiable offence figures, with an NCRS effect in the range +7% to +18%. Recorded violence against the person offences have risen by 10.8% and TNO by 2.2%; however when adjusted for NCRS both crime types have actually fallen.
19. Other crime types have also been tested for NCRS impacts. The only crime where targets have been set where an impact may have occurred is burglary with a range from -2% to +8%.

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 24<sup>th</sup> April 2003

MPS Corporate Performance Summary - key performance measures	Performance		Assessment of performance				Current trend	
	2001/2	2002/3	Very poor	Poor	Good	Very good	Deteriorating	Improving
<b>MARCH 2003</b>								
<b>Policing Plan Priorities</b>								
<b>To increase the security of the capital against terrorism</b>								
To manage 80% of scenes to a very good standard	76.2%	75.6%		X				
<b>To create safer communities for Londoners</b>								
To reduce street crime by 0%	+38.3%	-15.8%				X	X	
To reduce burglary by 1%	+3.2%	-2.2%			X			
To prevent any increase in autocrime	+3.0%	-1.2%				X		
To achieve a JD rate of 10% for street crime	8.0%	8.7%		X				
To achieve a JD rate of 11% for burglary	10.0%	12.3%				X		
To achieve a JD rate of 5% for autocrime	4.3%	4.3%		X				
To prevent gun related violent crime from further increases (+10%)	+33.9%	+2.8% (see note 3)			X			X
To reduce fear of crime to 35%	36%	41% (Apr – Dec 02)		X				
To increase satisfaction with foot patrols to 20%	15%	14% (Apr – Dec 02)		X				
To increase satisfaction with mobile patrols to 35%	33%	32% (Apr – Dec 02)		X				
<b>To improve the police response to vulnerable victims</b>								
To achieve a JD rate of 18% for racist crime	17.0%	18.6%			X			
To achieve a JD rate of 16% for homophobic crime	15.3%	17.9%				X	X	
To achieve a JD rate of 16% for domestic violence	15.0%	17.0%			X			
To achieve a JD rate of 25% for rape	22.5%	25.0%			X			
To achieve parity of satisfaction for victims of racist crime and victims of all crime	7.7%	8.9% pt. diff		X				
To implement the action plan following the Climbié enquiry		Not yet applicable						
<b>To tackle youth offending</b>								
To reduce the number of youth accused by 3%	-0.7%	-15.3%				X		
To place 44 police officers in schools	-	58 (Apr – Feb 02/03)				X		
PYO arrest to charge within two days (70%)	67.2%	70.2%			X			X
PYO charge to first court listing within seven days (71%)	71.4%	75.0%			X			
To reduce the average time for PYO charge to sentence to 75 days	80 days (last qtr fy01-02)	85 days (Apr-Dec 2002)		X				
<b>Other operational performance</b>								
<b>Response</b>								
To respond to 75% of immediate incidents within 12 minutes	72.5%	72.8%		X				
To answer 80% of 999 calls within 15 seconds	73.6%	82.3%			X			
<b>Drugs</b>								
To refer 3,000 offenders into treatment	4,739	3,322 (Apr-Jan 02/03)				X		
Class A drugs JDs	2,414	2,624 (+8.7%)						
<b>Stop-search</b>								
Gap in arrest rate between white and non-white	1%	0.4% (Apr-Feb 02)						
Overall profile of those stopped compared with Londoners (see Note 1)	1:2.3	1:2.4 (Apr-Feb 02)						
<b>Serious crime</b>								
Homicide clear-up rate	72.8%	81.0%						
<b>Road traffic</b>								
To reduce the number of collisions involving death or serious injury to 0.73 per 1,000 population	0.75	0.71* (Apr-Jan 03) (note 2)			X			

MPS Corporate Performance Summary - key performance measures	Performance		Assessment of performance				Current trend	
	2001/2	2002/3	Very poor	Poor	Good	Very good	Deteriorating	Improving
<b>MARCH 2003</b>								
<b>Quality</b>								
To satisfy 85% of callers with our response to 999 calls	79.2%	78.3%		X				
To satisfy 80% of victims with our initial response to a violent crime	72.7%	71.2%		X				
To satisfy 90% of victims with our initial response to a burglary dwelling	83.7%	82.8%		X				
To satisfy 90% of victims with our service at the scene of a traffic collision	90.9%	90.5%			X			
Number of complaints against police officers recorded and % substantiated	5,179 (3.5%)	4,310 (3.8%)						
% of 'live' public complaints dealt within 120 days	59% (Jun 01 – Mar 02)	60%						
Impending prosecutions (excluding warrants and ongoing cases)	10,071	4,792 (April – Feb 03)						
No-crime rate	4.6% (Jan - March 02)	4.8% (Jan – March 03)						
<b>Non-operational performance</b>								
<b>Human resources</b>								
To attain police officer sickness levels below 9 days per officer	10.5	9.7* (April-Feb 03)		X				X
To attain civil staff sickness levels below 10 days per officer (excl t/w)	10.8	10.8* (April- Feb 03)		X				
To attain traffic warden sickness levels below 16 days per officer	19.4	19.7* (April- Feb 03)	X					
To recruit 3,439 police officers – % against target in brackets	2,748	3,489 (101.5%)			X			
Time from application to offer	30 weeks	45 weeks						X
Time from offer to Hendon	4.8 weeks	11 weeks						
To recruit 788 female police officers (22.5% of total recruits)	542 (19.7%)	708 (20.3%)		X				
To attain a police officer VEM strength of 7.9%	4.8%	5.53%		X				
Police officer voluntary leavers in first 5 years (6.5%)	8.5%	8.33%		X				
Police officer voluntary leavers 5–30 years (2.8%)	2.7%	2.17%			X			
Civil staff turnover (excl traffic wardens & PCSOs)	1063.16 (10.3%)	809 (7.4%)						
<b>Financial management</b>								
Revenue budget spend	u/s £8,618	u/s £20.7 million (April-Jan 02/03)						
Capital budget spend	u/s £22,049k	u/s £19.1 million (April-Dec 02)						

- All information shown for 2002/3 is April 2002 to March 2003 unless otherwise stated.
- The assessment of performance shows whether the target is likely to be met (good / very good) or not (poor / very poor).
- Where a current trend is shown, performance is either improving or deteriorating from the level shown. Last 3 months average (January to March 2003) compared with the previous 3 months average (October to December 2002). Reference only made to those items where the level exceeds –5% or +5%.

\* Annualised figure

Note 1 white stop rate: non-white stop rate. Stop rate calculation: Number of stop/searches of white/non white persons per 1000 white/non white population.

Note 2: The 2001 UK Census figure for London has been used in calculating this figure.

Note 3: Percentage increase calculated against 2001/2 monthly average rather than the year to date figure.