

Confidence

2010/11 Corporate Measures British Crime Survey (BCS) - rolling year to Dec-10; Public Attitude Survey (PAS) and User Satisfaction Survey (USS) data - rolling year to Mar-11. Ranks apply to the BCS data		Latest Performance
Local Police Doing a Good Job	Percentage of people who agree that the police are dealing with things that matter to the community: BCS (APACS PI 2.3 diagnostic 6) MPS is 1st/4 in MSF PAS (Q62)	59.0% 68%
	Percentage of people who think the police in their area are doing a good job: BCS (APACS PI 2.3) MPS is 1st/4 in MSF PAS	59.9% 66%
	Percentage of people who perceive a high level of anti-social behaviour in their local area: BCS (APACS PI 4.1) MPS is 4th/4 in MSF PAS (Q10)	20.8% 12%
	Percentage of people who perceive people being drunk or rowdy in public places to be a problem in their local area: BCS (APACS PI 4.2) MPS is 4th/4 in MSF PAS (Q10f)	29.7% 15%
	Percentage of people who perceive drug use or drug dealing to be a problem in their local area BCS (APACS PI 4.3) MPS is 4th/4 in MSF PAS (Q10e)	31.5% 19%
	The percentage of people who agree that the police effectively tackle drug dealing and drug use PAS (Q79g)	56%
	The percentage of people who agree that the Metropolitan Police provide a visible patrolling presence PAS (Q79c)	67%
	The percentage of people who see the police patrolling on foot or bicycle (daily / weekly) - (not necessarily single patrol) and on last occasion, % seen patrolling on their own	56% 10%
	The percentage of people who agree that the police engage (very well) with all members of the public PAS (Q79to)	59%
	Percentage of people who agree that the police and local council seek people's views on anti-social behaviour and crime issues that matter in their area: BCS (APACS PI 2.1) MPS is 1st/4 in MSF PAS (Q74a)	52.3% 51%
	The extent to which Londoners feel informed about what the police in their area have been doing over the last 12 months: PAS (Q131)	66%
	The extent to which Londoners feel informed about what the police in London as a whole have been doing over the last 12 months PAS (Q133)	74%
	User Satisfaction	Percentage of people who are satisfied with how easy it was to contact the police (when a victim or witness) USS (Q7)
Percentage of people who are satisfied with the way they were treated by the police officers and staff who dealt with them USS (Q31)		88.3%
Percentage of people who agree that the police would treat you with respect if you had contact with them PAS (Q62b)		84%
Percentage of people who agree that the police respond to emergencies promptly PAS (Q79b)		76%
Response times for i) I call and ii) S call (Data for 3 months Feb - Apr 2011)		i) 82.2% ii) 88.8%
Delivering a Safe and Secure Olympics	The percentage of people who agree that the Metropolitan Police Service does a good job in policing major events in London PAS (Q79a). <i>Data for rolling year to Mar-11.</i>	84%