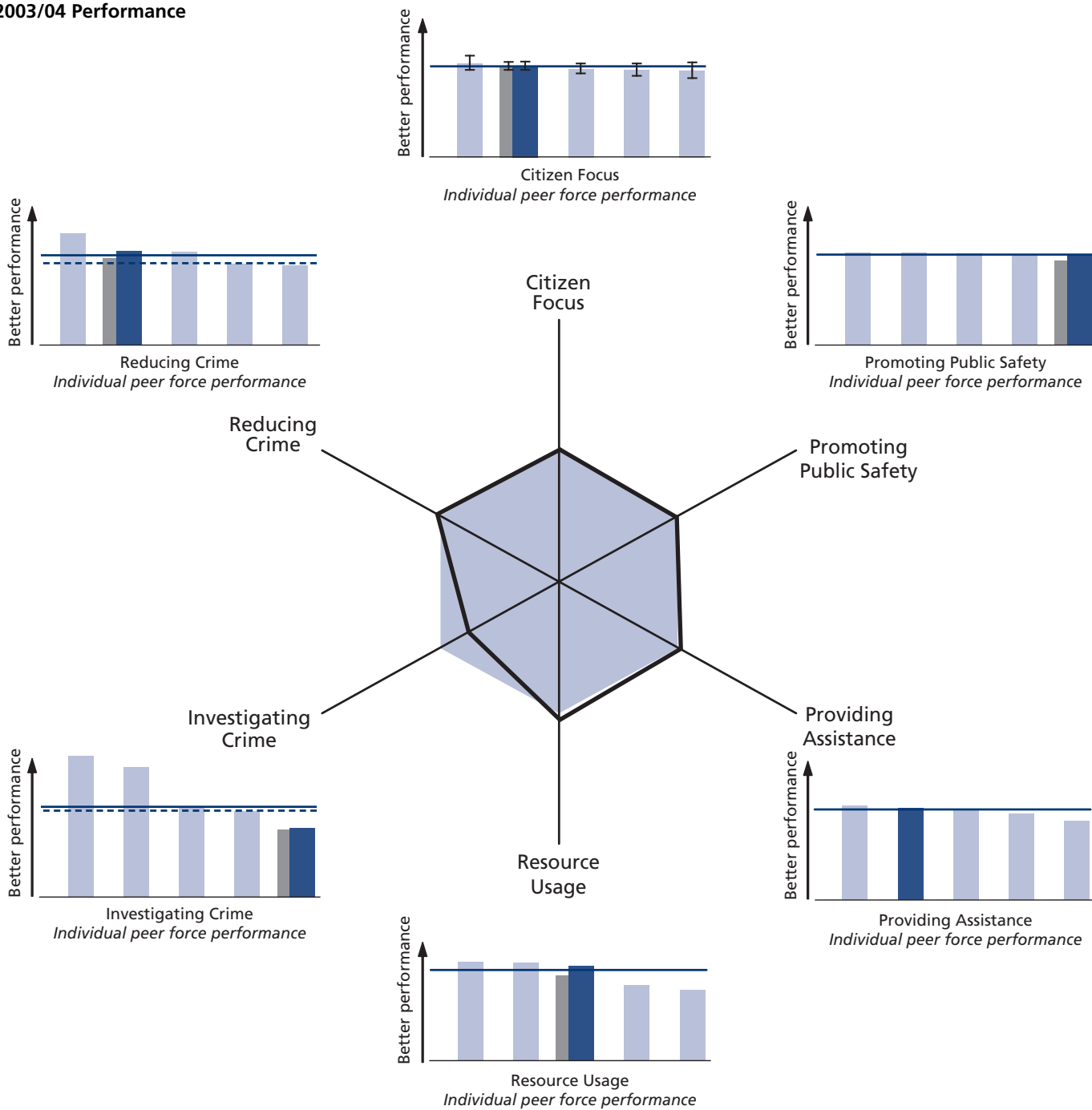


- Metropolitan Police force is most similar to:
- Greater Manchester
 - Merseyside
 - West Midlands
 - West Yorkshire

	Force 02/03	Force 03/04	Change 02/03 to 03/04	Most Similar Forces Average 03/04
Citizen Focus				
Residents thinking police do an excellent or good job	48% ± 2%	49% ± 2%	Not significant	48% ± 1%
Scaled Domain Score (MSF 03/04 = 100)	101	101		100
HMIC Grading of Professional Standards		Good		
Reducing Crime				
Domestic burglaries for every 1000 households	22.5	21.2	5.9% reduction	26.0
Vehicle crimes for every 1000 residents	23.6	21.6	8.3% reduction	22.5
Robberies for every 1000 residents	5.8	5.5	4.4% reduction	4.2
Scaled Domain Score (MSF 03/04 = 100)	96	104	7.6% improvement	100
HMIC Grading of Volume Crime		Fair		
HMIC Grading of Hate Crime		Fair		
HMIC Grading of Crime and Disorder Reduction Partnership Work		Good		
Investigating Crime				
Percentage of offences brought to justice	12.2%	12.1%	No change	15.7%
Class A drugs supply offences brought to justice for every 10,000 residents	2.1	2.4	12.1% increase	3.2
Percentage of offences detected and sanctioned	12.6%	12.7%	0.1 point increase	16.3%
Scaled Domain Score (MSF 03/04 = 100)	75	77	2.0% improvement	100
HMIC Grading of Tackling Level 2 Criminality		Good		
HMIC Grading of Forensic Management		Fair		
HMIC Grading of Criminal Justice		Good		
Promoting Public Safety				
Residents very worried about burglary	18% ± 2%	16% ± 2%	Not significant	16% ± 1%
Residents highly worried about car crime	19% ± 2%	19% ± 2%	Not significant	19% ± 1%
Residents highly worried about violence	29% ± 3%	22% ± 2%	Significant decrease	21% ± 2%
Residents perceiving disorder as high	34% ± 3%	25% ± 3%	Significant decrease	22% ± 2%
Scaled Domain Score (MSF 03/04 = 100)	93	99		100
HMIC Grading of Reassurance		Good		
Providing Assistance				
Percentage of police officer time spent on frontline duties		66%		65%
Scaled Domain Score (MSF 03/04 = 100)		102		100
HMIC Grading of Call Handling		Fair		
HMIC Grading of Roads Policing		Good		
HMIC Grading of Critical Incidents		Excellent		
Resource Usage				
Days lost per year per head (police officers)	9.7	8.4	13.7% reduction	8.8
Days lost per year per head (other police staff)	10.7	10.4	3.3% reduction	10.9
Scaled Domain Score (MSF 03/04 = 100)	95	105	11.1% improvement	100
HMIC Grading of Leadership and Direction		Good		
HMIC Grading of Strategic Management		Good		
HMIC Grading of Performance Management		Good		
HMIC Grading of Human Resource Management		Good		
HMIC Grading of Race and Diversity		Good		

2003/04 Performance



The charts and supporting information should be interpreted in conjunction with the guidelines on pages 10 and 11 and the notes elsewhere in this booklet. For information about the performance indicators, see pages 12–16.

Footnotes:

1. The monitor diagram and bar charts are based upon quantitative measures only.
2. The bold figures shown for each domain are a combined score for the quantitative measures within each domain, scaled so that a force with a performance equal to the 2003/04 average of its most similar forces scores 100. The 2002/03 and 2003/04 scores are both scaled to the 2003/04 MSF average.
3. HMIC baseline assessment gradings are HMIC's judgement of force position at the end of 2003.
4. Offences brought to justice and drugs supply figures refer to calendar years 2002 and 2003.

Key to Bar Charts

- Metropolitan Police performance – 2003/04
- Performance of individual Most Similar Forces – 2003/04
- Metropolitan Police Performance – 2002/03
- Average performance of Most Similar Forces – 2003/04
- Average performance of Most Similar Forces – 2002/03 (where shown)
- Confidence interval (for Citizen Focus only)

Key to Monitor Diagram

- Metropolitan Police Performance – 2003/04
- Edge = average for Most Similar Forces 2003/04