

Appendix A: Performance against targets/measures in the Policing Plan 2012-15 for period 1<sup>st</sup> April 2012 – 31<sup>st</sup> December 2012.

<b>WHITE</b>	Target achieved	<b>GREEN</b>	Performance on track to achieve target by due date	<b>AMBER</b>	Progress against target is significantly behind schedule, but the target might still be achieved	<b>RED</b>	No progress on target or deadline/level has not been met
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Protect the City of London from terrorism and extremism	
Measure	Traffic Light
1. To maintain at least 95% of our dedicated Ring of Steel patrols at a level commensurate with terrorist threat levels	<b>GREEN</b>
<b>Performance</b>	<p>Requirement - 1635 hours per month</p> <p>Actual hours engaged on CT specific duties = 3418 hours (December).</p> <p>Over the course of the third quarter, the Force exceeded the "UPD Requirement" every month. Over the second quarter the Force exceeded the requirement due to duties relating to the Queen's Diamond Jubilee, Olympic and Paralympics games, as the third quarter was undertaken the Force has begun to move back to its usual shift pattern and performance against this target has resumed to a more normal level with the Force still achieving the target set.</p>

**NOT PROTECTIVELY MARKED**

Measure	Traffic Light
<p><b>2. By 31<sup>st</sup> March, to have delivered a programme to improve the quality and coverage of engagement with Small and Medium Sized Enterprises.</b></p>	<p><b>GREEN</b></p>
<p><b>Performance</b></p>	<p><b>1. Improving quality of engagement</b></p> <p>The newsletter was reviewed with consultation with corporate communications; the feedback received from the circulation of 290 businesses was incorporated into the future circulations.</p> <p>A survey was conducted in November targeting 4000 businesses to identify how well informed they are around crime and terrorism trends/issues, what information they require, preferred method of communication and how they currently receive information. They are also being asked about the preferred method of engagement. The results will be analysed to inform the engagement strategy.</p> <p><b>How do you currently receive information from the City of London Police</b> 54.68% Community E mail, or Vocal business alert</p> <p><b>How well informed do you feel about current crime trends and terrorism issues</b> 34.1% not well informed , 17% felt that they were not informed at all</p> <p><b>What information would benefit you and your organisation</b> 66.9% Contingency Planning for a terrorist attack 38.9% Terrorism Briefing</p> <p><b>What is your preferred method of receiving information from us</b> 83.6% Electronically, 8.9% Newsletter and 3.7% Training Sessions</p> <p><b>What is your area of business</b> 81.5% Commercial Centres, 3.1% Restaurants and Hotels , 3.1% Education, 2.3% Bars and Clubs</p>

**NOT PROTECTIVELY MARKED**

## **Improve the quality and coverage of engagement with Small and Medium Sized Enterprises (continued)**

### **2. Improving coverage of engagement**

The 3500 engagements which took place in September was ostensibly constituted of delivery of the newsletter to all the SME email addresses supplied by the City of London Corporation. (the City Corporation originally provided a list of 5000 email addresses, however c1500 of these proved to be dormant and undeliverable, hence the total of 3500).

A further newsletter was circulated in December, to the 3500 email addresses.

The next newsletter is scheduled for circulation on 31st January 2013.

The result is that at the beginning of the year c290 SMEs were being engaged with, now we are engaging regularly with c3500 SMEs via our electronic newsletter.

A meeting with Ian Weatherhead from the Chamber of Commerce was conducted on the 15<sup>th</sup> November 2012 as a result the force has been asked to conduct two presentations around Small and Medium sized Enterprises (SME's) at the next two chamber meetings in 2013 dates to be confirmed.

Breakfast briefing conducted along with an input from the Economic crime unit for SME's in November 2012 there were 41 attendees very positive feedback.

Engagement has taken place with the London Chamber of Commerce. They have a list of 100 SMEs based in the City of London. Further engagement is scheduled with the Federation of Small Businesses.

Measure		Traffic Light
3. To ensure all relevant plans for development within the City of London are subject to consultation and scrutiny by the Counter Terrorism Architectural Liaison Team		GREEN
Performance	The Architectural Liaison Officer (ALO) attends the monthly City of London Corporation Planning Meeting at which all new planning applications are discussed. Additionally the ALO receives a weekly email summarising all new applications, enabling early scrutiny of applications. To the end of December a total of 29 have been received and consultation has taken place on all of them. All applications were reviewed at the earliest opportunity; there were no exceptions and all reviews take place before being presented to the Planning Committee.	
Measure		Traffic Light
4. To ensure that at least 85% of people attending Project Griffin and/or Argus seminars consider the City of London Police is prepared and capable of dealing with a terrorist or major incident		GREEN
Performance	<p>During the first quarter, an average of 97.6% of 140 attendees to events considered the Force prepared and capable of dealing with a terrorist or major incident.</p> <p>During the second quarter, there was one Griffin event during July and one during September, both of which returned satisfaction levels of 96%. None were held during August due to Olympics commitments.</p> <p>During the third quarter there was one Griffin event during October, November and December, these events returned the following satisfaction rates: 96%, 95% and 90% respectively. This brings the average satisfaction rate for the year to date to 95.8%.</p> <p>During the second quarter, five Argus events were held during July (3 returned 100% satisfaction, 1 recorded 95% and 1 returned 93%). No events were held during August. During September, there were two Argus events, one retail which had 25 attendees with a satisfaction level of 96% and one to Lloyds which had 10 attendees with a satisfaction level of 100%.</p> <p>During the third quarter, four Argus events were held in total. The two in October returned 100% satisfaction and these were events for business. The two events in November returned 100% and 91% satisfaction respectively, with the first event aimed at business and the second at retail. This brings the average for the year at 96.8% satisfaction of attendees at the Argus events.</p>	

**NOT PROTECTIVELY MARKED**

Protect the City of London and UK from Fraud	
Measure	Traffic Light
5. To disrupt at least 25% of Organised Crime Gangs who use fraud as a means of stealing from individuals, businesses and the public sector	GREEN
Performance	<p>Total Organised Crime Gangs (OCG) Disruptions to Date: 20</p> <p>The target is 25% of the baseline figure of 94. The qualitative target is therefore to disrupt 24 OCGs by the end of the financial year. This equates to 2 disruptions a month.</p> <p>A disruption may be achieved by any activity covered in the Organised Crime Strategy under Stem, Strengthen or Safeguard, and will have involved some form of intervention, prompted by the appropriate agency, which has resulted in a positive output or outcome. For the purposes of this measurement an OCG disruption is counted when an OCG is reclassified in a downward movement of tiers within the OCG disruption tracker table. For example an OCG that is reclassified from a tier 2 to tier 3 would be counted as a disruption.</p> <p>From April 2013, the target will be set around the baseline work currently underway within FIB to set a realistic target against the disruptions recently agreed by the Force.</p>

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Measure	Traffic Light
<p><b>6. To improve the quality of fraud alerts shared with business and public sector organisations</b></p>	<p><b>GREEN</b></p>
<p><b>Performance</b></p>	<p>In the 1st quarter, the National Fraud Intelligence Bureau (NFIB) issued 245 Alerts across a broad range of recipients in Law enforcement, Industry and members of the public. The main areas of dissemination were in Share Purchase Fraud and Credit Card Fraud, with other alerts relating to Advance Fee Fraud, Cheque Fraud, and Telecommunications Fraud and On-line shopping Fraud.</p> <p>During the second quarter (July to September) the NFIB feedback mechanism for Alerts was reviewed and a new online survey function was introduced on 11/07/2012, replacing the existing format. The purpose of the introduction of the online survey function was to improve accessibility to stakeholders by removing unnecessary steps for completion. This process will be reviewed and streamlined where suitable.</p> <p>The future roll out of the online survey function will be introduced to the broader range of NFIB products as they are published, in order that all disseminations are included to capture feedback from stakeholders and product recipients.</p> <p>The following question, which was not previously included in the 1<sup>st</sup> quarter Stakeholder Survey, was included in the second quarter Stakeholder Survey – <i>The fraud alerts that the NLF has disseminated over the last 12 months are of high quality</i> (respondents are asked to what level they agree with this statement). The result stated below will be used as a baseline for the quality of future fraud alerts;</p> <p><b>61% of stakeholder agree that the fraud alerts have been of a high quality</b></p> <p>The Third quarter (October to December) saw 249 alerts issued across a broad range of recipients. The survey data collected during quarter 2 remains the only baseline for satisfaction at this time. The data has since been broken down into the following analysis:</p> <p><u>Definition</u> - Quality of fraud alerts is measured by looking at the positive action (if any), enabled as a result of the information within the alert. Those completing the feedback are directly asked to provide details of the action taken in response to receiving the alert.</p> <p><u>Results</u></p> <p>During Quarter 2 65% of respondents were able to use an NFIB Fraud Alert to take <u>direct action</u> within their organisation to reduce the threat of fraud, and by implication, the quality of that alert is deemed to have been good.</p> <p>During Quarter 3 58% of respondents were able to use an NFIB Fraud Alert to take <u>direct action</u> within their organisation to reduce the threat of fraud, and by implication, the quality of that alert is deemed to have been good. (It is important to note that there were fewer respondents within this survey wave than with quarter 2).</p>

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Measure		Traffic Light
7. To ensure 85% or more people attending Fraud Academy Courses are very satisfied overall with the quality and content of the course attended		GREEN
Performance	The cumulative figure of delegates that have found the quality and content of Fraud Academy Courses to be excellent, very good or good remains at 95%. The feedback forms have been using these terms to describe the level of satisfaction rather than the terms, completely Satisfied, very satisfied, fairly satisfied. Feedback forms are being completed by an average of 82% of attendees, this figure has dropped due to a low return for the December course of 41%.	

Measure		Traffic Light
8. To participate in at least 95% of enforcement campaigns coordinated by the National Crime Agency's Economic Crime Operations Group		GREEN
Performance	<p>There are currently 5 key economic crime campaign activity areas where there is active or proposed enforcement activity. ECD are participating in all areas, as detailed immediately below:</p> <p><b>OP Knockout is a SOCA led operation which is the continuation of the ECD led OP Ozone:</b> ECD remain involved in continuing enforcement activity. ECD continue to work in partnership with SOCA providing operational support when required.</p> <p><b>OP Rico is an ECD led operation and now has a full establishment of resources and infrastructure:</b> On the 10th of December the Spanish National Police, the City of London Police and the Fiscales signed a JIT with Eurojust. This is significant and the first such agreement with Spain and the UK since 2008.</p> <p><b>SPIRA mapping project:</b> Involvement from initial stage and ongoing contributions.</p> <p><b>OP Proximate/Poise:</b> The investigative strategy has been drafted and multi-agency collaboration continues.</p> <p><b>OP Bloom:</b> Intelligence gathering continues with a view to finalising the strategy to deal with pension liberation and secondary investment fraud, taking in to account the liability regarding taxation and current mass marketing crime.</p>	

**NOT PROTECTIVELY MARKED**

Respond effectively to public disorder	
Measure	Traffic Light
<b>9. To maintain at least 95% of the number of trained and equipped officers required to meet the national requirements for public mobilisation and support the Olympic and Paralympics games</b>	<b>ACHIEVED</b>
<b>Performance</b>	<p>The Force is required to have available for the national mobilisation 3 Police Support Units (Public Order Trained to level I or II i.e. Shield Trained). Each consisting of 1 Inspector, 3 Sergeants, 21 Constables (including 3 drivers). All supplied with full protective equipment and in protected carriers. Mobilisation can be on a regional or national basis. 100% of requests for resources have been met.</p> <p>Changes were made across the whole Force (in accordance with national guidance) to ensure that resources were enhanced when demand required it, that overtime and cancelled leave days were kept to a minimum and support to colleagues in the MPS. To maintain officer numbers carrying out core Police Patrolling functions during the London 2012 Olympic and Paralympics Games, changes were made to Uniform Patrol Policing where duties were temporarily changed to an eight hour day pattern. This increased the number of actual working days per officer, reducing rest days and allowed greater flexibility in policing operations during the period without the need to incur cancelled rest days and overtime. In conjunction with the major change of shift pattern for Uniformed Policing, police officers in non-operational roles, such as Learning and Development and Projects, along with Prisoner Handling and Ward teams were taken from their normal roles and placed on the shift pattern. They worked alongside the patrolling officers enhancing the numbers available for deployment and increasing flexibility.</p> <p>Roads Policing, Support Group and the TFG also amended their shift patterns. Specialist crime re-organised their duties to provide an enhanced cover on key dates during the period when it was anticipated that there would either be a greater demand or the nature of events taking place required a speedier response. Economic Crime adapted their duties to provide support for Uniform Policing by covering the role of Prisoner Handling team throughout the period.</p> <p>Leave during the main Olympic three-week period was restricted to only 7% of the Force, and in some areas where their role was particularly crucial no leave was allowed. During the Olympic and Paralympics period the City of London hosted a number of parallel events which were resourced by CoLP officers. There were over 50 of these types of events, 20 of which attracted significant resources of 2 PS and 12 PCs or more, these were policed from the available resources and incurred minimal cancelled leave and overtime. CoLP provided specialist officers from TFG as Personal Protection Officers, Mounted officers, Roads Policing (VIP Escort) and Dog handlers. 21 Personal Protection Officers, supplied by TFG, deployed to the MPS on Mutual Aid. They worked a total of 394 days. 9 Mounted officers worked a total of 175 days. Roads Policing supplied eight motorcycle VIP Escort Trained Officers (VIPEX) who worked a total of 96 days on mutual aid.</p> <p>The Dog section provided nine Weapon Recovery and Explosive Dogs / handlers who worked a total of 91 days. In addition to this a latter deployment, for mutual aid, was instigated to cover the MPS policing operation around the Paralympics Committee's occupation of the Grange St. Paul's Hotel. The City of London Police were requested, and provided, 338 officer-days to this operation. The resources committed to this were two Inspectors three Sergeants and eighteen Constables per day between 27 August and 10 September 2012. During the Olympic &amp; Paralympic period the CoLP Community team supplied a full-time Bronze to the Cross-Sector Safety &amp; Security Partnerships Information Hub (CSSC).</p> <p><b>Text from quarter 2 for reference as there is no change in position as this has been achieved.</b></p>

**NOT PROTECTIVELY MARKED**



Measure	Traffic Light
<p><b>10. To ensure at least 85% of residents and businesses are satisfied with the information received in relation to large pre-planned events</b></p>	<p><b>GREEN</b></p>
<p><b>Performance</b></p>	<p>The Following pre-planned events will be assessed within this measure: The Queens Diamond Jubilee; The Olympics &amp; Paralympics; The Lord Mayors Show</p> <p><b>The Queen’s Diamond Jubilee</b>  City of London businesses and residents were surveyed to ascertain the level of satisfaction with Force communications relating to the Queen’s Diamond Jubilee (QDJ) arrangements. Marketing company Vocal Ltd of Colchester was commissioned to distribute the surveys and compile the results. Vocal used Survey Monkey and distributed the surveys to CoLP Business and Residents email group addresses on 18<sup>th</sup> June.</p> <ul style="list-style-type: none"> <li>• 37 responses were received from residents, with 34 completing the overall satisfaction question.</li> <li>• 181 responses were received from the business community, with 163 completing the overall satisfaction question.</li> <li>• <b>95.1%</b> (155 out of 163) of Business Community respondents answered very satisfied or satisfied to the question: “Overall, how satisfied were you with the information we sent you about the Queen’s Diamond Jubilee celebrations?”</li> <li>• <b>91.2%</b> (31 out of 34) of Resident respondents answered very satisfied or satisfied to the same question.</li> </ul> <p><b>2012 Olympic &amp; Paralympic Games</b>  iModus surveyed City of London Businesses and Residents in respect of the CoLP provision of information in relation to the 2012 Olympic &amp; Paralympic Games. This survey was conducted during September 2012.</p> <ul style="list-style-type: none"> <li>• 100 responses were received from the business community</li> <li>• 25 responses were received from residents.</li> <li>• Satisfaction levels for business respondents (100 returned) were <b>96%</b> which included 54% very satisfied with the information provided.</li> <li>• Satisfaction levels for residents (25 returned) were <b>90%</b> including 60% very satisfied.</li> </ul> <p>Of the respondents, 83% of the business respondents and 64% of the resident respondents located in the City of London.</p> <p>Overall, people were happy with the information provided and level of content and contact.</p> <p><b>The Force is still awaiting data/feedback from Lord Mayor’s Show, data from this event will be included once available.</b></p>

**Reduce the levels of violent crime and theft**

**Measure**

**Traffic Light**

**11. To reduce levels of victim based violent crime compared to 2011-12**

**AMBER**

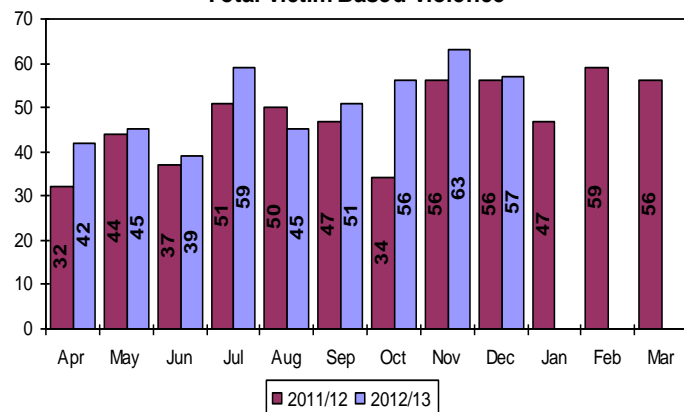
**Performance**

**April - December 2012: 457 offences recorded** (April – December 2011: 420)

At the end of December the force is 31 above target. Since September the variance against target has increased indicating that a crime reduction by the end of March 2013 is becoming more challenging. 57 crimes were recorded in December, one more than the same month last year.

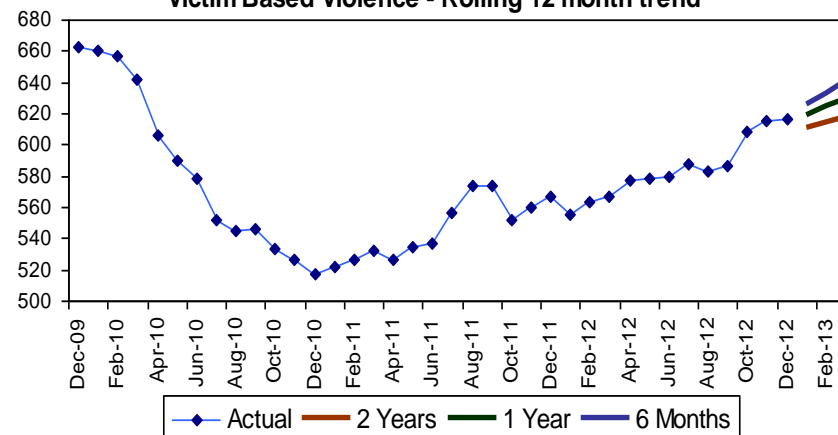
The monthly trend indicates that it may prove difficult to achieve any crime reductions in January. Last year 47 offences were recorded which was low compared to the surrounding months and the January's average for the previous 3 years (56). There may be some limited opportunity for crime reduction in February and possibly March.

**Total Victim Based Violence**



An average of 37 crimes can be recorded per month to achieve an end of year crime reduction. This level has not been achieved in the forthcoming months for the last 4 years. The Jan – Mar average over the last 4 years is 52. If this average continues the end of March figure will be 613, an increase of 7.7% (+44).

**Victim Based Violence - Rolling 12 month trend**



Trends based on between 6 months and 2 years data indicate that the force will end the year above target at between 618 and 640 offences.

### **To reduce levels of victim based violent crime compared to 2011-12 (continued)**

**Violence with Injury:** 31 more crimes have been recorded this financial year compared to last. This is due to a YTD increase in Assault with Injury (+19) with 189 offences recorded compared to 170 last year. Assault with Injury began increasing in November (30) and has continued into December (35) compared with a monthly average of 19 for the rest of the year. 3 racially aggravated assaults were recorded in December, 2 were linked to night time economy (taxi related) and 1 to retail.

**Violence without Injury:** 1 fewer crime has been recorded in this financial year compared to last, an improved position compared to both October (+22) and November (+16). This is due to a low number of common assaults being recorded in December (14) compared to the same month last year (29). Common assault has subsequently fallen by 6 YTD from 163 last year to 157 this year. The biggest increase in this category is in Assault on PC. This has increased from 15 offences last year to 22 this year (+7), however no further offences were recorded in December.

**Sexual Offences,** which account for 7.2% of the total victim based violent crime, have increased from 26 last year to 33 this year (+7). 6 rapes have been recorded compared to 1 last year, 2 of these have been detected. Of the four undetected rapes the suspect is known in 3 cases. Sexual assaults have increased by 1 as have exposure offences.

Crime Squad officers were deployed on Op Blitzzen – “to make dynamic assessments concerning violence, disorder and potential licensing breaches to assist the directing of the uniformed response and licensing visits conducted by them”. They were also deployed on Op Port – illegal taxi touting operation; research suggests there is a link between unlicensed cabs and sexual offences.

Crime Assistance Vehicle (CAV) car continues to operate Weds to Sat night and has responsibility to attend all crimes scenes relating to violent offences. All violent offences are investigated by officers from the CID office who in turn liaise with Licensing where applicable.

Approval has been given for £20k to facilitate additional enforcement work by the Licensing Team. They will look to prosecute licensees who serve alcohol to those patrons who are already intoxicated.

Money allocated to facilitate additional enforcement work by the Licensing Team has resulted in 3 Covert operations taking place in December which has resulted in information being passed to the Licensing Authority for possible prosecutions and some good intelligence being gained. The knowledge by licensees that covert operations were taken place has had a knock on effect with many premises tightening up on procedures.

Support Group continue to be tasked on Friday and Saturday nights with visiting the top Ten Licensed Premises linked to disorder; Top Ten and Top Twenty Licensed Premises have also been subject to dedicated extra patrols.

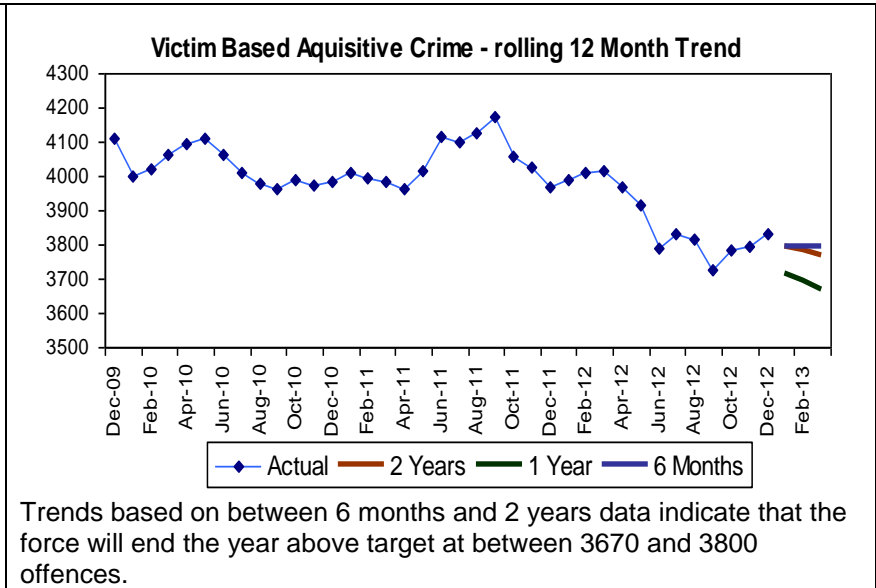
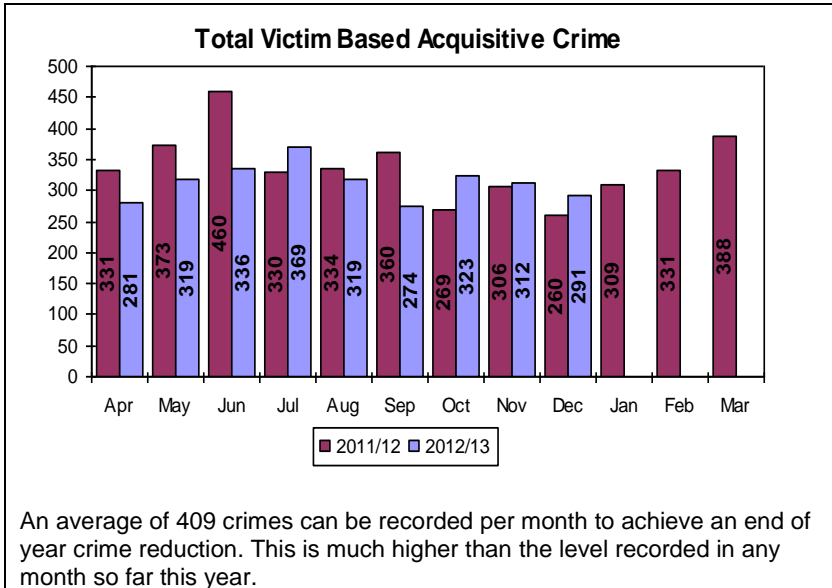
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Measure	Traffic Light
<b>12. To reduce levels of victim based theft compared to 2011-12</b>	<b>GREEN</b>

**Performance**

**April - December 2012: 2824 offences recorded** (April – December 2011: 3035)

At the end of December the force has a 7.0% (-211) reduction in victim based acquisitive crime and is 7.0% (-214) below target. It is anticipated that between a 6 and 9% crime reduction could be reached by the end of March 2013. The force continues to see large reductions in theft of pedal cycle (-131), shoplifting (-103), and vehicle crime (-22). The YTD reduction has fallen slightly compared to last month (8.9%) this is due to an increase in the number of crimes recorded in December (291) compared to the same month last year (260).



**To reduce levels of victim based theft compared to 2011-12 (continued)**

**Theft from Person** has been monitored over the last few months due to increasing trends in the surrounding MPS Boroughs. Although levels increased in October (39) and November (30), only 17 offences were recorded in December compared to an average of 26 for the previous 12 months. As the trends still appear to be increasing in the surround MPS boroughs this will continue to be monitored.

**Burglary Non Dwelling** continues to increase with 281 offences recorded compared to 211 last year (+70). 32 crimes were recorded in December 2012 compared to 11 in December 2011. This is the highest number since a peak in the summer (50). It is anticipated that there will be a financial year increase in this category although it should not affect the overall acquisitive crime reduction target.

**Theft Other** currently accounts for 49.6% of the total victim based acquisitive crime. Although the YTD increase is only 2 more crimes than last year, it is a different position to the 36 fewer reported last month. 159 crimes were recorded in December compared to 131 the same month last year. During December Theft Other most frequently occurred on a Friday evening (large proportion in Licensed Premises) however there was a relatively low number committed between December 24<sup>th</sup> and 31<sup>st</sup>. Theft Other has been showing some increase over the last quarter.

**Theft from Licensed Premises** continues to increase in December with 107 offences recorded. This number of offences recorded has been increasing each month for four months making the YTD total 733 compared to 606, a 21.0% (+127) increase compared to last year.

CID teams given specific SPOC responsibilities in order to target offenders engaged in burglaries/gym thefts/robberies/motor vehicle crime. Operation Star continues to run; plain clothes officers are deployed to cafes/licensed premises and restaurants; use of decoy handbag or mobile phone used. Early intervention tactics undertaken to avoid commission of a victim based acquisitive offence; Crime Prevention Officer tasked with visiting top 20 problem premises for theft to offer advice and surveys. Operation Spinetail continue to investigate offences relating to cafes, restaurants and licensed premises.

Burglary SPOC now has access to PINS and monitors movements of top 25 x offenders. Once release date is confirmed, a visit is arranged to discourage reoffending. Daily Burglary Briefing in operation to notify officers on division of potential offenders or known offenders being released from prison.

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## Roads Policing

Measure

Traffic Light

13. To reduce the number of collisions resulting in injury compared to 2011-12

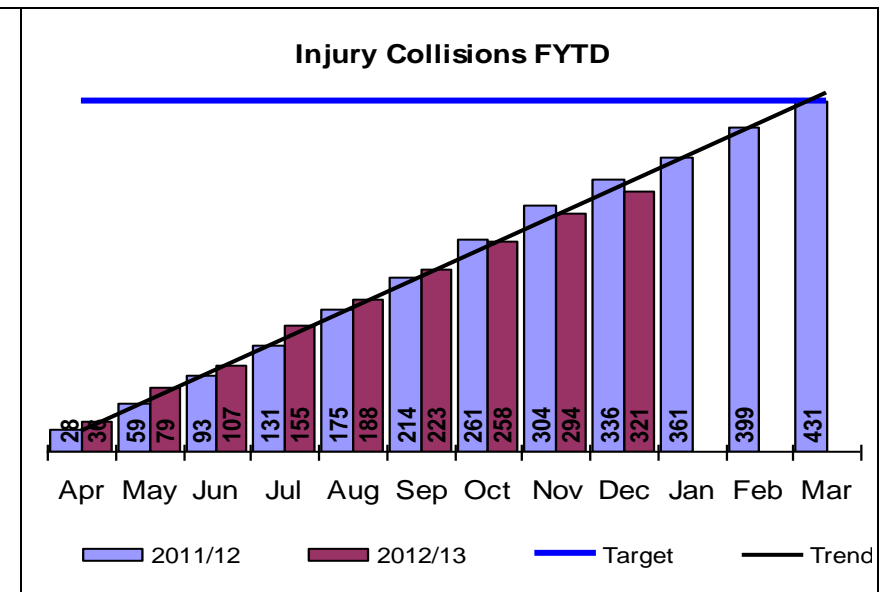
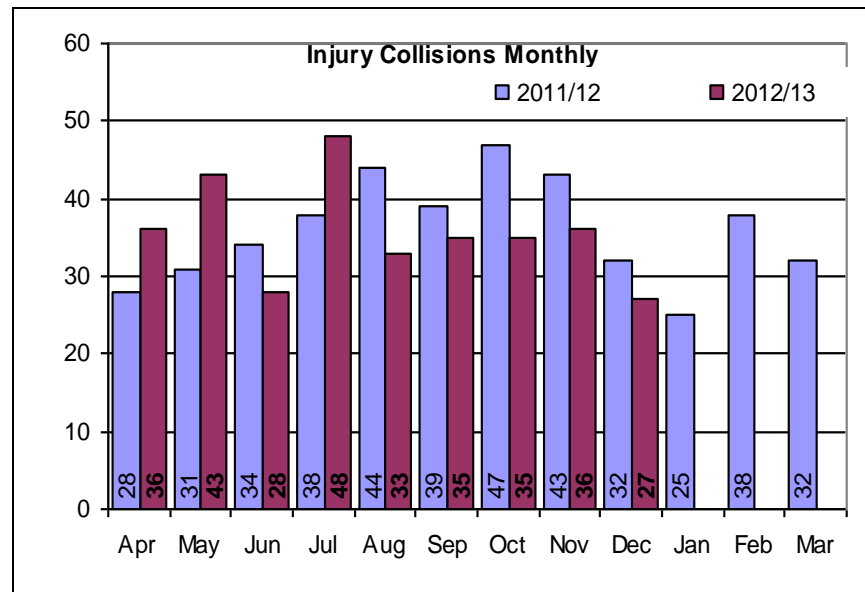
GREEN

Performance

April-December 2012: 321 (accident reports received in CJU by 10<sup>th</sup> January 2012)

April-December 2011: 336

27 collisions involving injury were recorded in December, compared to 32 in December 2011. 321 collisions have been recorded since April. For the first time since June the force has regained a within year to date target position. Achievement of the target remains realistic.



NOT PROTECTIVELY MARKED

**To reduce the number of collisions resulting in injury compared to 2011-12 (continued)**

December 2012 there are 20 casualties (5 Serious and 15 Slight) recorded on CRS as a result of 20 reported collisions which is less than the 24 reported collisions and 32 casualties recorded in 2011 and similar to the 20 reported collisions and 21 casualties in 2010.

CRS does not have the Pedestrian Fatal that occurred on Friday 21st recorded.

Recorded Pedestrian Casualties at 2 (both Serious) in December 2012, is below the average of 9 (7 Slight in 2011, 1 Serious and 5 Slight in 2010, and 1 Serious and 14 Slight in 2009) for the previous 3 years.

Cyclist casualties at 9 (2 Serious and 7 Slight) are above the average of just over 7 (1 Serious and 8 Slight in 2011, 3 Serious and 3 Slight in 2010, and 7 Slight in 2009) for the previous 3 years.

Motorcyclists casualties at 7 (all Slight) is above the average of 4 (4 Slight in 2011, 3 Slight in 2010, and 5 Slight in 2009) for the previous 3 years.

Measure		Traffic Light																																																																														
14. To increase the number of uninsured vehicles seized compared to 2011-12		<b>GREEN</b>																																																																														
<b>Performance</b>	<p>Baseline insurance seizures 2011/12: 333 (253 for no insurance and 80 for no insurance AND no driving licence), monthly average 27.75</p> <p>The total of uninsured vehicles to date is 298 against a profile of 249.</p> <p>Finance Profile = £52,515 with an actual of £74,123</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Month</th> <th>No Insurance</th> <th>Ins &amp; No D/L</th> <th>Total</th> <th>2012 Total</th> <th>2011 Total = Target</th> </tr> </thead> <tbody> <tr> <td>April</td> <td style="text-align: center;">13</td> <td style="text-align: center;">10</td> <td style="text-align: center;">23</td> <td style="text-align: center; background-color: red;">23</td> <td style="text-align: center;">28</td> </tr> <tr> <td>May</td> <td style="text-align: center;">24</td> <td style="text-align: center;">2</td> <td style="text-align: center;">26</td> <td style="text-align: center; background-color: red;">49</td> <td style="text-align: center;">55</td> </tr> <tr> <td>June</td> <td style="text-align: center;">21</td> <td style="text-align: center;">6</td> <td style="text-align: center;">27</td> <td style="text-align: center; background-color: red;">76</td> <td style="text-align: center;">83</td> </tr> <tr> <td>July</td> <td style="text-align: center;">24</td> <td style="text-align: center;">9</td> <td style="text-align: center;">33</td> <td style="text-align: center; background-color: orange;">109</td> <td style="text-align: center;">111</td> </tr> <tr> <td>August</td> <td style="text-align: center;">30</td> <td style="text-align: center;">10</td> <td style="text-align: center;">40</td> <td style="text-align: center; background-color: green;">149</td> <td style="text-align: center;">139</td> </tr> <tr> <td>September</td> <td style="text-align: center;">41</td> <td style="text-align: center;">14</td> <td style="text-align: center;">55</td> <td style="text-align: center; background-color: green;">204</td> <td style="text-align: center;">166</td> </tr> <tr> <td>October</td> <td style="text-align: center;">16</td> <td style="text-align: center;">8</td> <td style="text-align: center;">24</td> <td style="text-align: center; background-color: green;">228</td> <td style="text-align: center;">194</td> </tr> <tr> <td>November</td> <td style="text-align: center;">30</td> <td style="text-align: center;">4</td> <td style="text-align: center;">34</td> <td style="text-align: center; background-color: green;">262</td> <td style="text-align: center;">222</td> </tr> <tr> <td>December</td> <td style="text-align: center;">26</td> <td style="text-align: center;">10</td> <td style="text-align: center;">36</td> <td style="text-align: center; background-color: green;">298</td> <td style="text-align: center;">249</td> </tr> <tr> <td>January</td> <td></td> <td></td> <td></td> <td></td> <td style="text-align: center;">277</td> </tr> <tr> <td>February</td> <td></td> <td></td> <td></td> <td></td> <td style="text-align: center;">304</td> </tr> <tr> <td>March</td> <td></td> <td></td> <td></td> <td></td> <td style="text-align: center;">333</td> </tr> </tbody> </table> <p>There were a total of 46 vehicles seized in December. In addition to the figures above there were a further 7 seized for No D/L and 3 "other". Of the 46, 20 were seized as a direct result of ANPR activation.</p>		Month	No Insurance	Ins & No D/L	Total	2012 Total	2011 Total = Target	April	13	10	23	23	28	May	24	2	26	49	55	June	21	6	27	76	83	July	24	9	33	109	111	August	30	10	40	149	139	September	41	14	55	204	166	October	16	8	24	228	194	November	30	4	34	262	222	December	26	10	36	298	249	January					277	February					304	March					333
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Measure							Traffic Light		
15. To increase the number of cyclists referred to the Capital Cycle Safe Scheme (CCSS) compared to 2011-12.							GREEN		
Performance	2011-12 Baseline = 128 Monthly profile = 95 Actual = 147								
	Month	Tickets issued 2011/2012	Course Completed 2011/2012	% completed 2011/2012	Profile	Tickets issued 2012/2013	Total	Total Courses Completed 2012/2013	% completed 2012/2013
	April	16	13	81%	10.5	3	3		
	May	16	12	75%	21	33	36		
	June	9	2	22%	32	5	41		
	July	6	5	83%	42	8	53		
	August	5	3	60%	53	34	86		
	September	19	14	74%	63	14	100		
	October	9	2	22%	74	24	124		
	November	19	9	47%	84	5	129		
	December	11	3	27%	95	18	147	101	69%
	January	4	1	25%	106				
	February	6	2	33%	117				
	March	8	8	100%	128				
	128	74	58%	128			-		

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Responding to the Community	
Measure	Traffic Light
16. To ensure at least 85% or more crime victims and those reporting antisocial behaviour satisfied with the way police handled their case (whole experience)	<b>GREEN</b>
<b>Performance</b>	<p><b>Baseline Figures for whole of 2011/12:</b>            People reporting Antisocial Behaviour (ASB): 92.3% satisfied            Victims of Crime (VoC): 88% satisfied</p> <p>Q1:            Victims of crime: 87.9% satisfied. 153 out of 174 respondents expressed satisfaction with the service received.            People reporting ASB: 94% satisfied. 47 out of 50 respondents expressed satisfaction with the service received.</p> <p>Q2:            Victims of crime: 87.4% satisfied. 152 out of 174.            People reporting ASB: 90% satisfied. 36 out of 40.</p> <p>Q3:            Victims of Crime 81.4% satisfied. 136 out of 167.            People reporting ASB: 95.2% satisfied. 40 out of 42.</p> <p>Satisfaction with Whole Experience for VoC has fallen each quarter since Q4 of 2011/12 (90.4%) to 81.4%. The number of people expressing dissatisfaction with the overall service provided has risen from 5% (9 people) to 11% (18 people). Initial findings suggest the main source of dissatisfaction is with Actions Taken (79% satisfaction, 22 people dissatisfied), Investigation (74% satisfaction, 26 people dissatisfied), and Follow Up (81% satisfaction, 17 people dissatisfied). 5 people answered that they felt discriminated against – one of these was on the grounds of race. A full report will be presented to February's PMG.</p> <p>ASB has regained a high satisfaction rate at 95.2%.</p> <p>At the end of Q3 both VoC and ASB remain above the 85% target, but Q4 will require at least 82% satisfaction for VOC if the 85% end of year target is to be achieved.</p>

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Measure		Traffic Light
<b>17. To ensure at least 80% of City street population surveyed who expressed a view consider the police in the City of London are doing a good or excellent job</b>		<b>GREEN</b>
<b>Performance</b>	<p>Q1: 90.4% (150 out of 166) respondents to the survey expressed the view that the police were doing a good or excellent job.</p> <p>Q2: 93.1% (149 out of 160) respondents to the survey expressed the view that the police were doing a good or excellent job.</p> <p>Data for quarter 3 has not yet been analysed.</p>	
Measure		Traffic Light
<b>18. To respond to at least 95% of 999 calls within 12 minutes</b>		<b>GREEN</b>
<b>Performance</b>	<p>1365 out of 1401 (97.4%) incidents in the City between April and December and graded for immediate response were attended within 12 minutes. The response rate for December was 97.2% (140 out of 144 incidents). Over the last 12 months the Force has consistently achieved this target.</p>	

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