

Committee(s): Police Performance and Resource Management Sub-Committee	Date: 30 th May 2013
Subject: Performance against Targets in the Policing Plan, April 2012 to March 2013.	Public
Report of: Commissioner of Police Pol 21/13	For Information

Summary

1. This report summarises performance against the Policing Plan 2012-15 for the 2012-13 financial year (April 2012 to March 2013).
2. At the end of March 2013 all policing plan targets were achieved.

1. Maintain 95% ring of steel patrols commensurate with threat (100% achieved)	ACHIEVED
2. Improve quality and coverage of engagement with SMEs	ACHIEVED
3. All relevant plans within CoL scrutinised by the CT ALO	ACHIEVED
4. 85% of Griffin/Argus attendees agree CoLP prepared to deal with terrorist or major incident (Achieved Griffin 96.8%/Argus 96.6%)	ACHIEVED
5. Disrupt 25% of OCGs using fraud as a means of committing crime (Target number 24 disrupted, achieved 32 disrupted)	ACHIEVED
6. Improve the quality of fraud alerts to businesses and public sector (Survey results improved from 61% satisfied with quality to 94%)	ACHIEVED
7. 85% of attendees to Fraud academy courses satisfied with quality and content (Achieved year average of 97%)	ACHIEVED
8. Participate in 95% of Economic Crime Command co-ordinated by the National Crime Agency's Economic Crime Operational Group (100% achieved)	ACHIEVED
9. Maintain 95% of no. and trained/equipped officers to meet national req'ts for mobilisation and support Olympic and Paralympic games (100% achieved)	ACHIEVED
10. 85% of residents and businesses satisfied with information rec'd relating to pre-planned large events (93% average achieved)	ACHIEVED
11. Reduce levels of victim based violent crime compared to 2011-12 (1.8% reduction achieved)	ACHIEVED
12. Reduce levels of victim based theft compared to 2011-12 (5.9% reduction achieved)	ACHIEVED
13. Reduce no. of road collisions resulting in injury compared to 2011-12 (12.1% reduction achieved)	ACHIEVED
14. Increase the number of uninsured vehicles seized compared to 2011-12 (379 achieved against a target of 333)	ACHIEVED
15. Increase the no. of cyclists referred to the Cycle Safe Scheme (165 achieved against a target of 128)	ACHIEVED
16. 85% of crime victims and those reporting ASB satisfied with the way CoLP handled their case (92.3% ASB, 88% VoC achieved)	ACHIEVED
17. 80% of street population surveyed consider CoLP doing a good/excellent job (92.3% achieved)	ACHIEVED
18. Respond to at least 95% of 999 calls within 12 minutes (97.4%	ACHIEVED

achieved)	
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Recommendation

It is recommended that your Sub Committee receives this report and notes its contents.

Main Report

Background

1. This report presents Force performance against the targets and measures published in your Committee's Policing Plan 2012-15 for the 2012-13 financial year. All relevant performance information is contained within Appendix 'A'. These reports to your Committee usually highlight those targets that are not being met within the body of the report, however, for this report all targets were achieved, therefore there is little additional commentary within the main report except in relation to violent crime and acquisitive crime) where achieving the target was particularly challenging.
2. As with previous reports, this performance report includes brief overviews of Force performance that are not covered by specific targets.
3. The "traffic light" criteria utilised is as follows:
 - White – target achieved;
 - Green – target on course to be achieved by due date;
 - Amber – progress against the target behind schedule or failing, but could still be achieved by due date;
 - Red – target not achieved by due date/will not be achieved by due date.

Following previous feedback from Members, WHITE will only be used as classification when a target has actually been delivered whereas previously it was used to describe a target that had been achieved 'to date'.

Current Position

Overview of Force Performance

Counter Terrorism

4. Over the course of the year the Force recorded 49,773 hours dedicated to specific counter terrorism duties. Although that was significantly in excess of the hours tasked, it was due in no small part to the extraordinary nature of the year that saw London hosting the Olympic and Paralympic Games and the Queen's Diamond Jubilee celebrations.
5. During the year the Force continued to develop new ways of keeping the City of London safe from the threat posed by terrorism and extremism, through implementing new deployment options using behavioural detection officers (BDOs). This new policing tactic involved the coordination of existing force activities (media, communications and public relations, policing deployments and community engagement). The aim was to both deter criminals and influence their behaviour, making it easier for BDOs to spot suspects while at the same time reassuring the public.
6. The trial was developed in conjunction with experts from the Centre for the Protection of National Infrastructure (CPNI), the lead Government authority for protective security advice for the Critical National Infrastructure. The normal, predictable, single-staffed entry points were changed to more visible, mixed deployments. These comprised different combinations of officers, BDOs, marked vehicles, horses, cyclists and dogs, supported by PCSO 'Tactical Engagement Officers' specially trained to engage with and reassure the public.
7. Both Projects Griffin and Argus continue to be great success stories for the Force. During the year, the Force hosted its 100th Griffin event, a model which has now been replicated in major cities across the world. Over the past eight years, Project Griffin has helped to strengthen partnership work with those responsible for security within the City's business community and provided information on recognising and reporting hostile reconnaissance, current and emerging terrorist threats and methods and cordon procedures. This assists the Force to protect the City from terrorism and prevent further casualties during major incidents. Work with private companies and partners has also been complemented significantly over the year seeing engagement with small and medium sized enterprises increasing from a benchmark of 290 organisations to 3,722 by the end of March 2013.

Economic Crime

8. During the 2012-13 financial year, the Overseas Anti-Corruption Unit (OACU) was chosen to set-up a new European Union Cross Border Bribery Taskforce.
9. The European Commission supported the Force's proposal to strengthen the fight against bribery across the Continent. Funding for the new Taskforce will run for at least the next two years. The main objective, laid out by the European Commission, will be to promote joint investigation teams among experts involved in anti-bribery law enforcement units across member states. To do this the Taskforce will focus on strengthening law enforcement networks and promote greater information sharing across the European Union through the development of a bespoke web portal and best practice guidance on cross-border bribery investigations.
10. Previous reports to your Sub-Committee have highlighted significant achievements over the course of the year. In addition to those, the following, all of which occurred during the final quarter of the year, are worthy of note.
 - During February, the City of London Magistrates court ruled that £353,166 of the £1.4m that was seized from organised criminal gangs should be paid to the Force to help the fight against crime. The magistrates were impressed with the quality of evidence collected on the individual jobs.
 - During March, the Force's Insurance Fraud Enforcement Department secured its first "crash for cash" conviction after the driver of a Porsche admitted deliberately causing a crash with a van so that he could make fraudulent insurance amounting to £100,000. He received a 6 month sentence suspended for 2 years, in addition to which he has to complete 140 hours community service.
 - Following a 7 year long inquiry that resulted in the Force amassing more than 175 witness statements and 6,500 pages of exhibits, an individual was arrested in Spain on a European arrest warrant and charged with 25 offences including fraud, money laundering through acquiring criminal property, using a false instrument and obtaining property by deception. Although he pleaded not guilty to all charges, he was found guilty of all 25 charges and sentenced to 14 years imprisonment at Southwark Crown Court at the end of March 2013.

Public Order

11. 2012 was an extraordinary year from a public order perspective with some of the highest profile events in the country's history being hosted within London and impacting on the City of London. Policing the Olympic and Paralympic Games and the Queen's Diamond Jubilee presented complex and sustained challenges which required police forces to work seamlessly together to ensure all three events passed off safely and were ultimately enjoyed by countless thousands of people. The Force delivered against all requests for mutual aid support with respect to all the events, and achieved high satisfaction levels with regard to information provided to the City's community about the events.

Crime Reduction

12. The Force had set itself challenging targets with regard to reducing levels of violent and acquisitive crimes. When those targets were set the trends were showing an anticipated increase in both types of crime, hence the targets were to record a reduction against the previous year's levels. It should not be forgotten that also over the course of the year, the Force was incrementally implementing a restructure which would result in fewer resources. However, those resources would be organised in such a way to work more efficiently and effectively thereby minimising any adverse impact on service delivery.
13. Ultimately, however, it was sustained effort and targeted operations that resulted in the Force achieving its crime reduction targets. Paragraphs 16 to 20 provide more detail regarding violent crime. Concerning acquisitive crime, the Force has run dedicated operations focusing on theft from licensed premises and raised awareness of the threat which has helped prevent crimes from happening in the first place. Additionally, during the latter half of the year the Force launched a Burglary squad, dedicated to proactively reducing incidents of these crimes through effective use of intelligence. The squad has had several successes over the last quarter of the year, including one where the perpetrator received a 16 month sentence only three days after committing an offence and being apprehended.

Roads Policing

14. As violent and acquisitive crime, analysis of data with regard to casualties resulting from road collisions indicated a rising trend over the course of the year. However, targeted enforcement and education operations saw the year

end with the Force recording a 12.1% reduction in casualty levels resulting from road accidents.

Target Performance

15. By the end of the 2012-13 financial year, the Force had achieved all of its policing plan targets. Force performance has been strong throughout the year, as reported to your Sub Committee in previous quarters; however, there have been a couple of areas where the targets have only been met through sustained effort. It should also be noted that monthly figures have been adjusted to reflect changes caused by reclassification and no-criming of reports. This may be particularly noticeable in March, when crimes are reviewed to ensure the accuracy of end of financial year statistics.
16. **Reduce levels of victim based violent crime compared to 2011-12.** This target more than any other was the most problematic to achieve. At the end of all previous quarters during the financial year, the Force had not managed to achieve a reduction based on a previous year comparison. However, by 31st March 2013, the Force had recorded 559 incidents of violent crime compared to 569 at the same point the previous year, representing a 1.8% reduction. Within the category of violent crime, violence with Injury had increased by 10 offences over the course of the year (+7.3%), whilst violence without Injury reduced by 36 offences (-13.1%).
17. Violence with Injury and Sexual Offences represented 57.5% of victim based violence, compared to 52% the previous year. However, severity of recorded injuries remained remarkably similar to 2011/12, with 1 assessed as fatal and 49 as serious wounding, 200 as slight, and the remainder recorded as either none or unknown. Trends based on the last 1, 2 and 3 years' data still indicate an increasing trend, although if restricted to the past 6 months, the trend is reducing, although that is likely to be due to the measures taken by the Force to achieve this target.
18. Over the course of the final quarter, Uniformed Policing Directorate continued to target violent crime occurring around licensed premises. This has been bolstered by fortnightly Licensing Tactical Group meetings (which includes representatives from the Force's Community Engagement staff, and the City's Head of Environmental Health and Public Protection) and where prosecutions under the Licensing Act are discussed.

19. Operation Blitzen ran during the Christmas period with tactical delivery based on the Christmas Problem Profile and took a blended, preventative approach with both covert and overt activity. Actions were based on 16 options from the Menu of Tactical Options and involved checks of licensed premises and the issue of Notices to Quit cards under s.27 Violent Crime Reduction Act 2006. These tactics were continued throughout the final quarter of the year.
20. The Force has also implemented a new violent crime strategy: *Last Orders, Calling time on the City's violent crime*. The strategy references the fact that whilst the number of licensed premises in the City has remained at a certain level over the past few years, over the same period the number of promoted events have more than doubled (from 720 in 2010 to 1550 during 2012). The strategy encompasses a number of strands, which includes working with partners and high visibility policing. It is anticipated that the implementation of this strategy will continue to have a positive impact on violent crime throughout the coming financial year.

Conclusion

21. Throughout the year, the Force ended each quarter presenting solid performance across the entire range of policing plan targets. Given the transition to the new operating model and steadily reducing numbers of staff, this was an impressive achievement. Sustained effort was required to maintain those performance levels, especially in relation to violent crime and reducing road casualties.

Background Papers:

- **Appendix "A" Performance Summary**

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

WHITE	Target achieved	GREEN	Performance on track to achieve target by due date	AMBER	Progress against target is significantly behind schedule, but the target might still be achieved	RED	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	ACHIEVED
Performance	<p>Requirement – 17,640 over the course of the year (ranging between 1520 and 1635 hours per month).</p> <p>Actual hours engaged on CT specific duties = 49,773</p> <p>Over the course of the year the Force exceeded the hours tasked every month. Significantly higher levels were delivered throughout the second and third quarters of the year due to duties relating to the Queen's Diamond Jubilee, Olympic and Paralympics games and the Lord Mayor's Show. As the third quarter progressed the Force has begun to move back to its usual shift pattern and performance against the target resumed to a more normal level.</p>

Measure	Traffic Light
<p>2. By 31st March, to have delivered a programme to improve the quality and coverage of engagement with Small and Medium Sized Enterprises.</p>	<p>ACHIEVED</p>
<p>Performance</p>	<p>1. Improving quality of engagement</p> <p>Over the course of the year, the Force achieved a series of milestones (as set out at (a) to (e) below) which were set to improve the quality of engagement with SMEs.</p> <ul style="list-style-type: none"> a. Review existing CoLP SME CT newsletter and feedback for audiences by end of April 2012, b. Conduct a survey of (or a targeted sample of) the 7,000 SMEs listed on the CoLC database to establish their needs, current awareness levels and preferred communication media by end of June 2012, c. Consult with the Chamber of Commerce and the Federation of Small Businesses to draw on industry best practice, d. Review survey and consultation results and propose an improved programme of communication by the end of September 2012, e. Implement the improved communication programme by December 2012. <p>Milestones (a). and (b) were reported complete in January 2013, milestone (c) was completed in November 2012, (d) was met with 90% of respondents expressing a preference for electronic communication, and (e) was met with publication of the communication programme on 1st February 2013.</p> <p>2. Improving coverage of engagement</p> <p>The target set for this aspect of the measure was to increase the number of SMEs engaged with compared to 2011-12. The baseline for that year was 290 SMEs engaged with. By the end of March 2013, the Force had increased that number to 4,012, and increase of 3, 722 SMEs.</p>

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											ACHIEVED		
Performance	Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
	YTD Total consultation given	4	7	11	15	19	22	23	27	29	29	29	35
	Traffic Light	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
	# Development Plans submitted within month	4	3	4	4	4	3	1	4	2	0	0	6
	# Reviewed Plans (no advice required)	0	0	0	0	0	1	0	0	0	0	0	0
	# Reviewed Plans (written advice provided)	4	3	4	4	4	2	1	4	2	0	0	6
	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		ACHIEVED
Performance	<p>Over the course of the year there were 9 Griffin events and 28 Argus seminars.</p> <p>The Force achieved this target throughout the year. At the end of March, the year to date average performance for both sets of events was:</p> <p>Griffin: 96.8%</p> <p>Argus: 96.6%</p>	

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		ACHIEVED
Performance	<p>The target is 25% of the baseline figure of 94, which equates to 24 OCGs by the end of the financial year.</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>Based on the above criteria, by the end of March 2013 the Force had disrupted 32 OCGs.</p>	

Measure	Traffic Light
<p>6. To improve the quality of fraud alerts shared with business and public sector organisations</p>	<p>ACHIEVED</p>
<p>Performance</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.</p> <p>The following question, which was not previously included in the 1st 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).</p> <p>Following that survey, 61% of stakeholder agreed that the fraud alerts had been of a high quality. This then became the benchmark against which an improvement would be assessed.</p> <p>Of the respondents replying to the fourth quarter survey, 94% agreed that the fraud alerts were of high quality.</p> <p>.</p>

Measure											Traffic Light		
7. To ensure that 85% or more people attending Fraud Academy courses are satisfied overall with the quality and content of the course attended.											ACHIEVED		
Performance	2012-13 - 85% Satisfaction Rate												
	Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
	# course Attendees	12	33	24	30	32	19	54	57	112	35	40	54
	% very satisfied	100%	97%	96%	100%	100%	100%	100%	89%	95%	94%	97%	100%
	Trend	↑	↓	↓	↑	→	→	→	↓	↑	↓	↑	↑
	YTD avg. figure	100%	98%	97%	98%	98%	99%	99%	98%	97%	97%	97%	97%

Measure	Traffic Light
8. To participate in at least 95% of enforcement campaigns coordinated by the National Crime Agency's Economic Crime Operations Group	ACHIEVED
Performance	<p>The Force has participated in 100% of enforcement campaigns coordinated by the NCA's Economic Crime Operations Group. Details of involvement have been as detailed immediately below:</p> <ul style="list-style-type: none"> (1) A Serious Organised Crime Agency led operation which with ECD working in partnership with SOCA providing operational support when required. (2) An ECD led operation in partnership with the NCA that now has a full establishment of resources and infrastructure and resulted in 53 arrests in Spain and the UK, 33 searches and 4 charges. (3) SPIRA mapping project: Involvement from initial stage and ongoing contributions. (4) OP Proximate/Poise: a multiagency collaboration - the operational phase was delayed due to the need for an ongoing civil case to conclude against one of the subjects. (5) The first joint case involving pension liberation and secondary investment fraud.

Respond effectively to public disorder	
Measure	Traffic Light
<p>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</p>	<p>ACHIEVED</p>
<p>National Standard: 2 PSUs (each PSU= 1 Inspector, 3 sergeants and 21 PCs (to include 2 drivers)) trained to Level 2 public order who can be deployed within 4 hours. Throughout the year the Force maintained a number of trained and equipped officers, which exceeded the 95% requirement (3PSUs). Training delivered over the course of the year boosted numbers by a further 12. Continued training and monitoring ensured the Force maintained trained staff in excess of the 95% requirement. The Force met all requests for assistance during the year. There follows additional information on how the Force met this target, additional to meeting the straightforward relevant numbers of staff.</p> <p>Mutual Aid during the Olympic and Paralympic Games – areas effected (TFG) Close protection, (DMU) Mounted & Explo dog handlers, and (RPU) Escort trained motorcyclists. All deployments were completed. The Mutual Aid was subject numerous reductions from original plan as the national demand picture became clearer.</p> <p>All front line uniform sections shift patterns were reviewed and altered where appropriate to meet expected demands and make provision for officers on aid. Territorial Policing (pre Uniform Policing Directorate) implemented an Olympic 10 week shift pattern populated with numbers of approximately 20-25 per group made up of Response, PHT and Wards policing. All officers reverted to normal duty patterns on 17th September 2012.</p> <p>Annual leave was maintained within National guidelines and managed across the Force by Directorate SPOCs.</p> <p>Level 2 PSU, as part of Pan-London reserve for 24-day period from 20th July, was completed on the 12th August. Since that point the Level 2 PSU has been policing COLP taskings with the capability to from a PSU Support Group retained in City. This ensured that should a national mobilisation become necessary the Force would be able to meet all requirements.</p> <p>A Command Structure with CADRE City Silver was on duty (0700-2200) for the period of the Games and remained in place until 12th September. An Olympic DMM was held 3 times a day to respond to changing priorities and needs.</p> <p>Non-uniform Directorates maintained tactical plans to support uniform operations in the event of major incident or to support critical policing.</p>	

Measure	Traffic Light
<p>10. To ensure at least 85% of residents and businesses are satisfied with the information received in relation to large pre-planned events</p>	<p>ACHIEVED</p>
<p>Performance</p>	<p>The Following pre-planned events were assessed for this measure: The Queens Diamond Jubilee and the Olympic & Paralympic Games.</p> <p>The Queen’s Diamond Jubilee 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 18th June.</p> <ul style="list-style-type: none"> • 37 responses were received from residents, with 34 completing the overall satisfaction question. • 181 responses were received from the business community, with 163 completing the overall satisfaction question. • 95.1% (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?” • 91.2% (31 out of 34) of Resident respondents answered very satisfied or satisfied to the same question. <p>2012 Olympic & Paralympic Games iModus surveyed City of London Businesses and Residents in respect of the CoLP provision of information in relation to the 2012 Olympic & Paralympic Games. This survey was conducted during September 2012.</p> <ul style="list-style-type: none"> • 100 responses were received from the business community • 25 responses were received from residents. • Satisfaction levels for business respondents (100 returned) were 96% which included 54% very satisfied with the information provided. • Satisfaction levels for residents (25 returned) were 90% including 60% very satisfied. <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>

Reduce the levels of violent crime and theft

Measure

Traffic Light

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

ACHIEVED

Performance

2011-12 Level: 569 crimes

2012-13 Level: 559 crimes

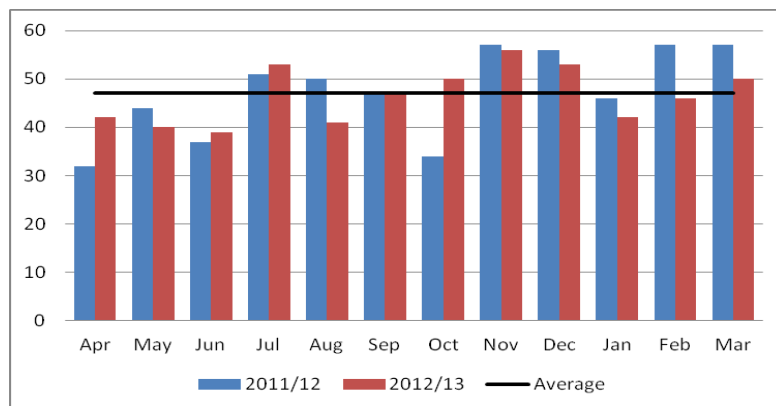


Chart 1: Victim Based Violence by month

All victim based violence: 559: Reduction of 10 offences, (-1.8%).

Violence with Injury: 280, an increase of 10 offences (+7.3%)

Violence without Injury: 238 a reduction of 36 offences (-13.1%).

Sexual Offences: 42 an increase of 7 offences (+20%)

Violence With Injury and Sexual Offences represented 57.5% of victim based violence, compared to 52% the previous year.

However, severity of recorded injuries remains remarkably similar to 2011/12 - with 50 fatal/serious/wound, 200 slight, and the remainder recorded as either none or unknown.

July, November, December and March have seen above average numbers of victim based violence in each of the last two years (Chart 1). The April to June quarter tends to have relatively low levels of violent crime (Chart 2).

Trends based on the last 1, 2 and 3 years' data still show increase, whilst the trend over the last 6 month is reducing (Chart 3).

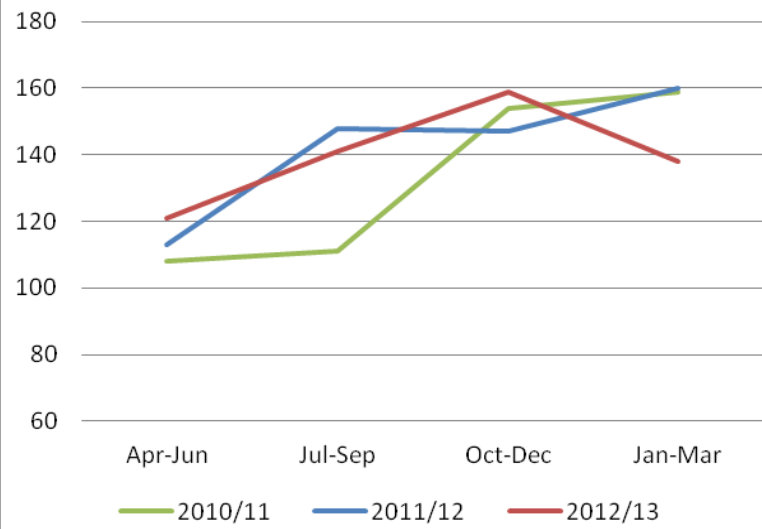
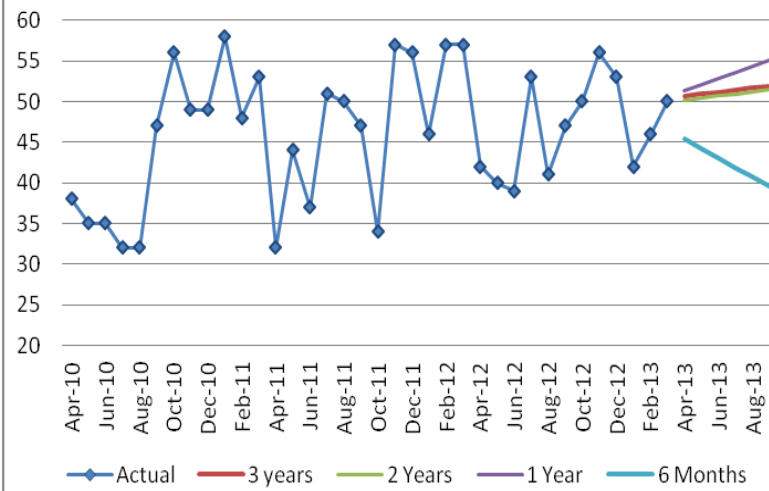


Chart 2: Victim Based Violence by Quarter



Measure	Traffic Light
12. To reduce levels of victim based theft compared to 2011-12	ACHIEVED

Performance

TARGET ACHIEVED: April 2012 – March 2013: 3,811 offences recorded (April 2011 – March 2012: 4051) Reduction 5.9%

	2012/13	Change	change %
Robbery	49	+3	+6.5%
Burglary Non Dwelling	333	+69	+26.1%
Burglary Dwelling	27	-5	-15.6%
Theft of Motor Vehicles	62	-13	-17.3%
Theft from Vehicles	126	+7	+5.9%
Theft from Shops	569	-173	-23.3%
Theft from the Person	332	+9	+2.8%
Theft of Pedal Cycles	306	-153	-33.3%
Theft Other (code 49/10)	1933	+19	+1.0%

Substantial reductions in **Theft of Pedal Cycles** and **Thefts from Shops**.

Increase in **Burglary Non Dwelling**. However, only 14 offences were recorded in March, the lowest month since September and half of the monthly average for the year.

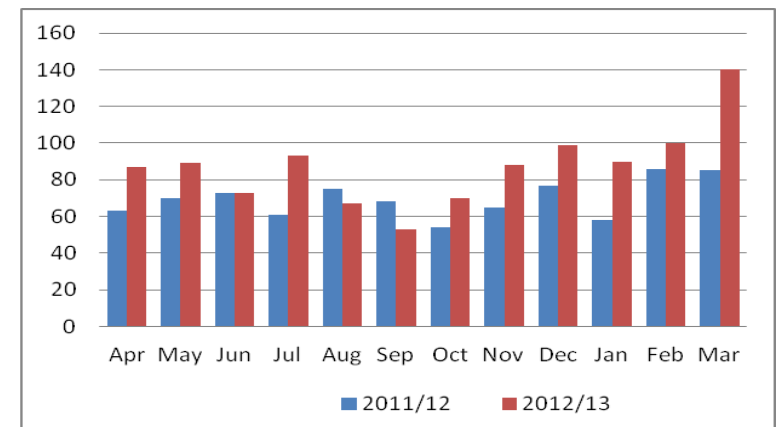


Chart 1: Thefts from licensed premises by month

Theft from licensed premises (chart 1): 1049 offences were recorded, an increase of 25.6% on 2011/12.

Thefts from coffee shop/cafes reduced from 205 in 2011/12 to 108 in 2012/13 (-47%).

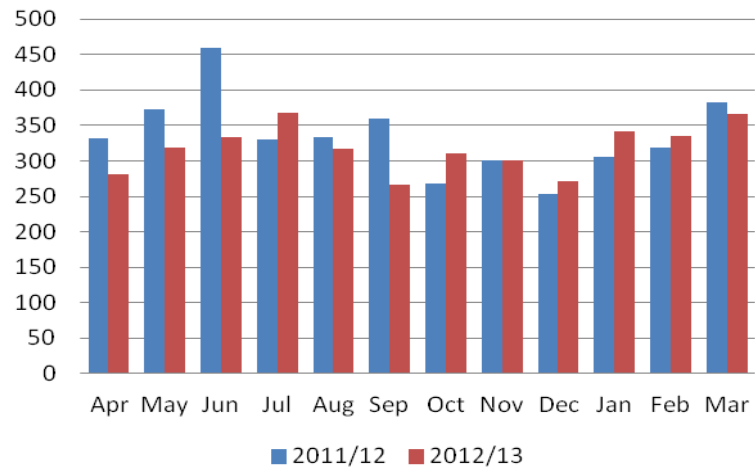


Chart 2: Acquisitive Crime by month

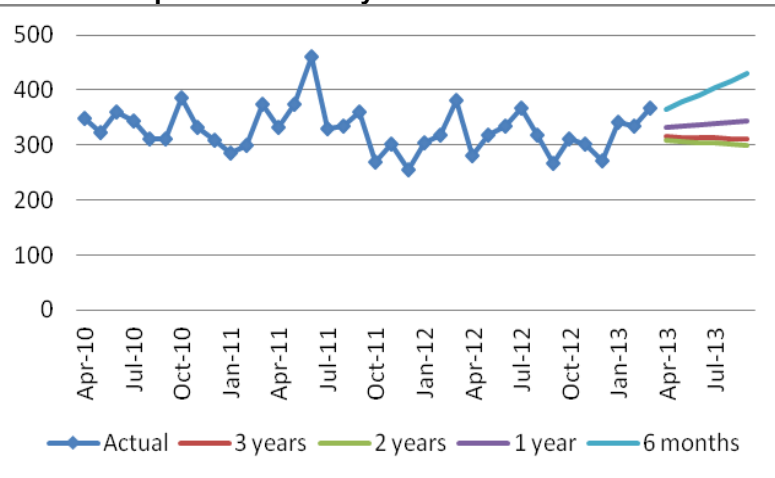


Chart 4: Acquisitive crime trends based on monthly data

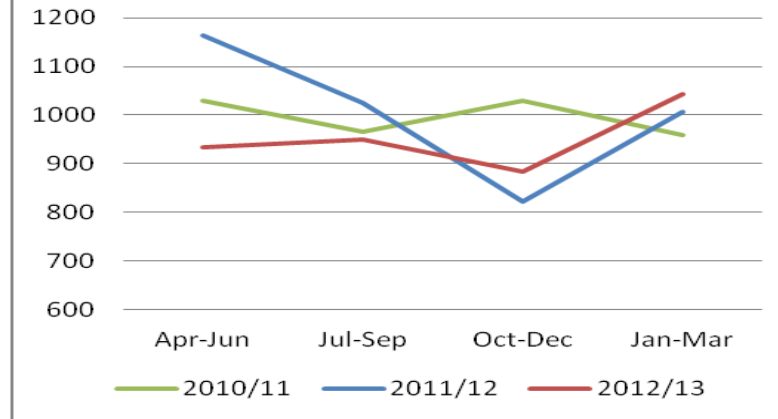


Chart 3: Acquisitive crime by quarter

As illustrated in these charts, trends have started to increase over the last six months.

The Burglary Squad ran for the last 3 months of the year to tackle the rise in commercial burglaries. Since inception they have attended all burglary scenes between the hours of 0800 and 1600hrs. CID continue to do so outside of these hours. The attendance involves assessment, ensuring that crimes are classified correctly and early identification of any emerging crime patterns and fast track actions. The squad has arrested the sharp increase in commercial burglaries and have had successful prosecution and sentencing in this short time.

The Crime Prevention Officer continues to visit the top 20 problem premises for theft to offer advice and surveys.

Focused operations continue to investigate offences relating to cafes, restaurants and licensed premises with recent successes including the identification of two suspects responsible for the increase in thefts in the west section of the City.

Roads Policing

Measure

Traffic Light

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

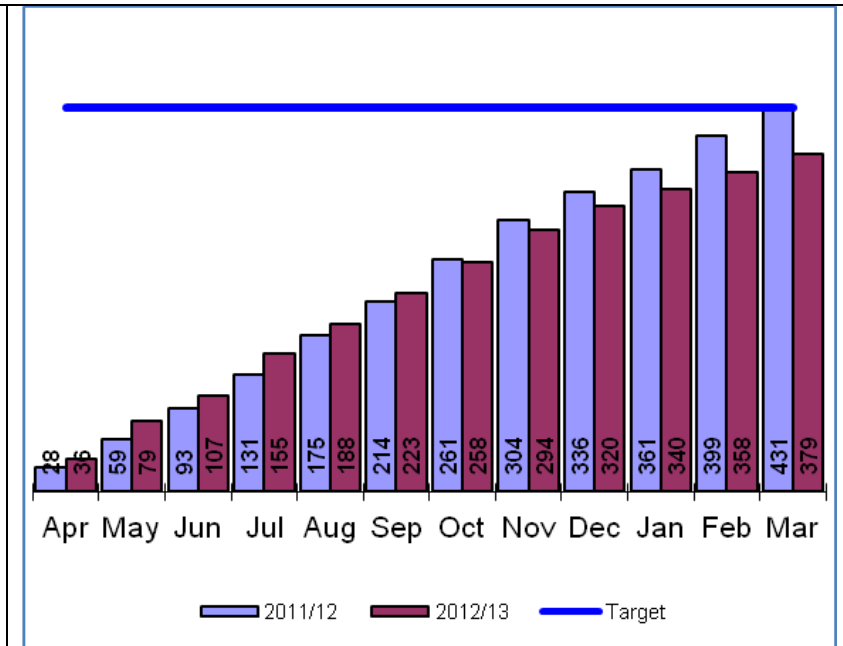
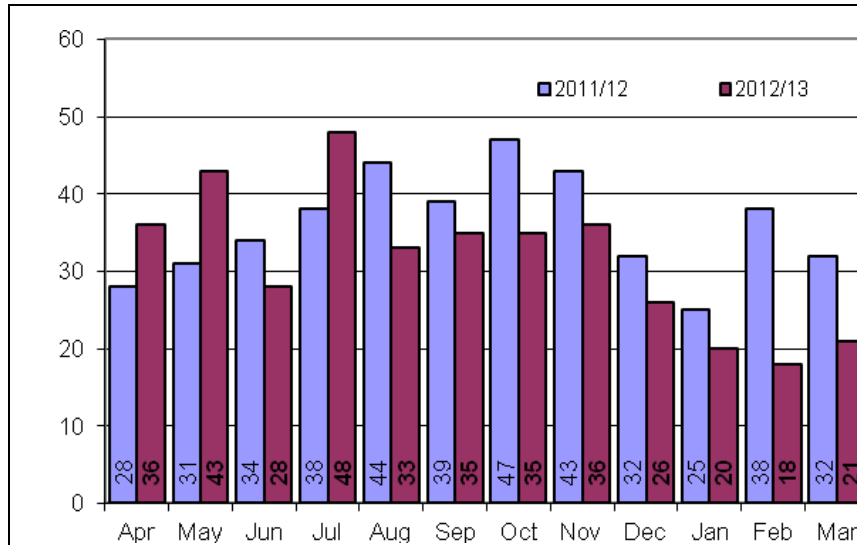
ACHIEVED

Performance

TARGET ACHIEVED April - March 2013: 379 (as received at 4/4/13) REDUCTION 12.1%

Chart 1: Monthly RTC involving personal injury

Chart 2: Financial Year to Date RTC involving personal injury



Measure		Traffic Light				
14. To increase the number of uninsured vehicles seized compared to 2011-12		ACHIEVED				
Performance	Baseline insurance seizures 2011/12: 333 (253 for no insurance and 80 for no insurance AND no driving licence), monthly average 27.75					
	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	22	5	27	325	277
	February	11	10	21	346	304
	March	25	8	33	379	333
	Total seizures for Driving Licence <i>and</i> Insurance offences are 479 (458 previous year) and an additional 87 seized for other reasons (82 previous year).					
Income generated was £100,699 (Target £77,000)						

Measure	Traffic Light
15. To increase the number of cyclists referred to the Capital Cycle Safe Scheme (CCSS) compared to 2011-12.	ACHIEVED

Performance	2011-12 Baseline = 128 2012 – 13 achieved = 165								
	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	3	100%
	May	16	12	75%	21	33	36	15 (18)	54%
	June	9	2	22%	32	5	41	4 (22)	80%
	July	6	5	83%	42	8	53	13 (35)	69%
	August	5	3	60%	53	34	86	30 (65)	76%
	September	19	14	74%	63	14	100	10 (75)	81%
	October	9	2	22%	74	24	124	10 (85)	69%
	November	19	9	47%	84	5	129	5 (90)	70%
December	11	3	27%	95	18	147	11 (101)	69%	
January	4	1	25%	106	8	155	7 (108)	70%	
February	6	2	33%	117	4	159	5 (113)	71%	
March	8	8	100%	128	6	165	0 (113)*	-	
	128	74	58%	128		165	113	73%	

*Although six more referrals were made during March, no more courses were completed during the month over and above what had already been reported in February. This has not adversely affected the target, which had effectively been achieved by November.

Responding to the Community

Measure

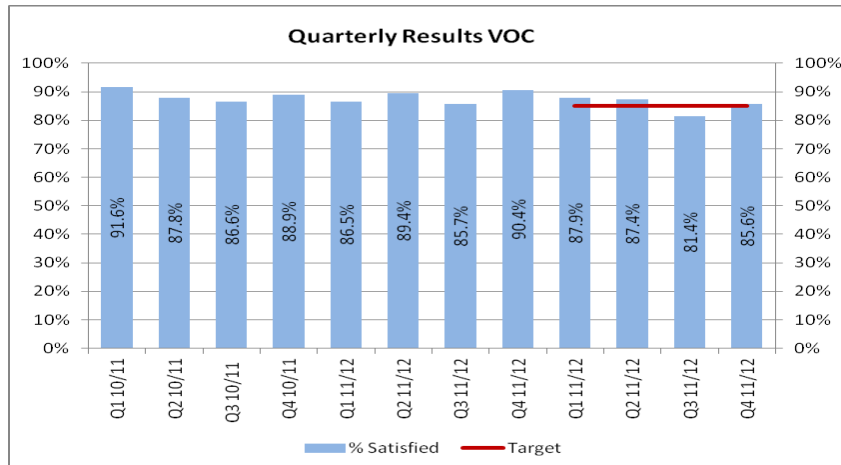
Traffic Light

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)

ACHIEVED

Performance

Baseline Figures for whole of 2011/12: People reporting Antisocial Behaviour (ASB): 92.3% satisfied
Victims of Crime (VoC): 88% satisfied



Crime: 2012/13: 85.6% (590 satisfied out of 689 respondents)

Overall yearly VOC satisfaction for:

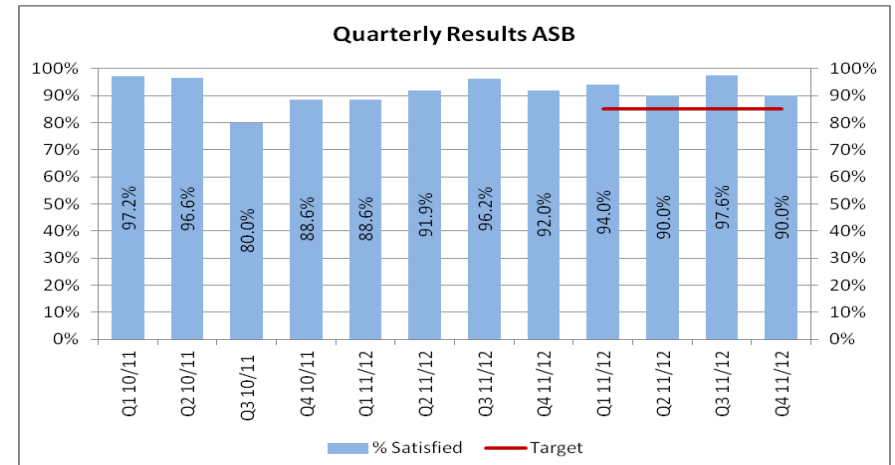
Ease of contact: 95%

Actions Taken: 82%

Follow Up: 84%

Treatment: 94%

Whole Experience: **86%**



ASB: 2012/13: 92.8% (168 satisfied out of 181 respondents)

Overall yearly ASB satisfaction for:

Ease Of Contact: 94%

Actions Taken: 89%

Follow Up: 87%

Treatment: 93%

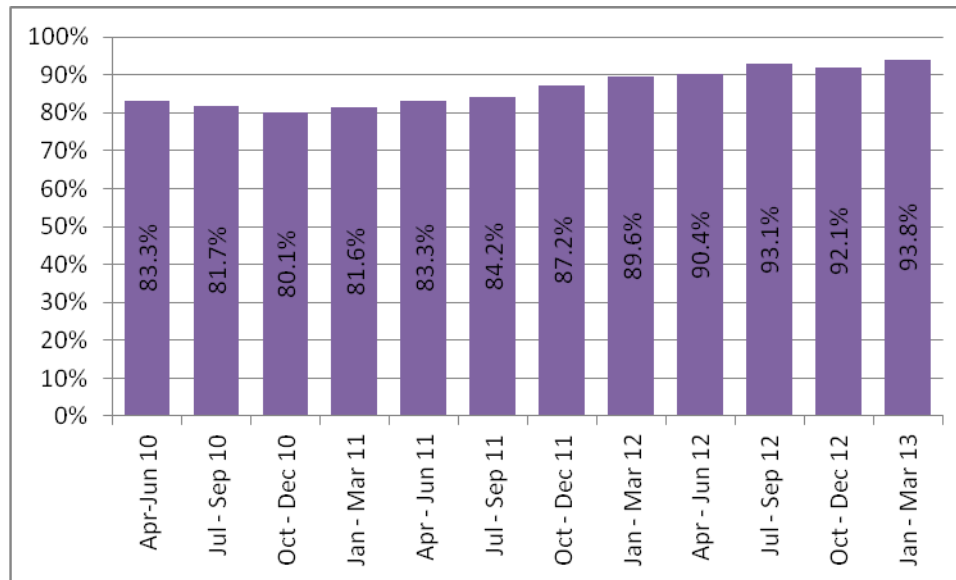
Whole Experience: **92%**

Measure	Traffic Light
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	ACHIEVED

Performance

Q1: 90.4% (150 out of 166) respondents to the survey expressed the view that the police were doing a good or excellent job.
 Q2: 93.1% (149 out of 160)
 Q3: 92.1% (151 out of 164)
 Q4: 93.8% (152 out of 162)

TARGET ACHIEVED April 2012 – March 2013: 92.3%



Question: “Taking everything into account, how good a job do you think the police in this area are doing?” (Excellent / Good / Fair / Poor / Very Poor)

% of respondents (excluding Don’t Knows”) answering Good or Excellent.

At 93.8%, quarter 4 had the highest level of agreement to date.

Measure	Traffic Light
18. To respond to at least 95% of 999 calls within 12 minutes	ACHIEVED

Performance

Target Achieved. 97.4%

