

<b>Committee(s):</b> Police Performance and Resource Management Sub-Committee	<b>Date(s):</b> 9 <sup>th</sup> September 2013	<b>Item no.</b>
<b>Subject:</b> First Quarter Performance against Targets in the Policing Plan 2013-14	<b>Public</b>	
<b>Report of:</b> Commissioner of Police POL 34/13	<b>For Information</b>	
<b><u>Summary</u></b>		
<p>1. This report summarises performance against the Policing Plan 2013-16 for the first quarter of the 2013-14 financial year.</p> <p>2. At the end June 2013, of the 28 policing plan targets, 22 were on track to be met (GREEN) and 5 were graded as AMBER, indicating that additional work is required to ensure the targets are met, 1 is WHITE due to the absence of data when the report was written. At this stage, no targets have been graded as RED.</p>		
1. Increase the number of engagements with the community aimed at deterring people supporting terrorism or violent extremism	GREEN	
2. All relevant plans within CoL scrutinised by the CT Architectural liaison team	GREEN	
3. Deploy intelligence led, high visibility policing operations to counter the terrorism threat and reassure the public	GREEN	
4. Ensure that at least 90% of people surveyed consider the City of London Police is prepared and capable of policing the terrorist threat effectively	GREEN	
5. Increase the number of government and industry sectors providing economic crime data to the National Fraud Intelligence Bureau	GREEN	
6. Increase quantity and quality of fraud prevention products disseminated by the N FIB (Quality/Quantity)	GREEN	GREEN
7. Disrupt the top 10 organised crime groups causing the greatest harm	GREEN	
8. Ensure at least 90% of fraud victims are satisfied with service provided	GREEN	
9. Increase by 10% the no. of officers, public sector and private sector fraud investigators trained by the Fraud Academy	GREEN	
10. Conduct reviews of investigations to inform Fraud Academy training courses and best practice toolkits	GREEN	
11. Meet all national requirements for public order mobilisation to support the SPR	GREEN	
12. Deliver ongoing organisational improvements and development relating to public order deployments (complaints)	GREEN	
12a. As above (Debriefs)	AMBER	
13. Ensure that at least 85% of residents and businesses are satisfied with the information received in relation to pre-planned events	GREEN	
14. Reduce levels of victim-based violent crime compared to 2012-13	AMBER	
15. Reduce levels of victim-based acquisitive crime compared to 2012-13	AMBER	

16. Support the City of London Corporation's casualty reduction target through enforcement and education activities	GREEN
17. Increase the number of uninsured vehicles seized and unlicensed drivers apprehended compared to 2012-13	GREEN
18. Increase the number of referrals to the Safer Cycle Scheme compared to 2012-13	AMBER
18a .Increase the number of referrals to the Driver Alert Scheme compared to 2012-13	GREEN
19. Ensure that at least 90% of those reporting antisocial behaviour are satisfied with the service provided by the police	GREEN
20. Reduce the average annual number of rough sleepers in the City	GREEN
21. Actively promote, with partners, effective stewardship and crime prevention activities within licensed premises	GREEN
22. Run intelligence led operations to target threats associated with the night time economy	GREEN
23. Ensure at least 85% of City street population surveyed consider the police in the City of London are doing a good or excellent job	WHITE
24. Ensure at least 90% of victims of crime are satisfied with the service provided by the police	AMBER
25. Respond to at least 95% of 999 calls within the national target of 12 minutes	GREEN

### **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 2013-16 for the first quarter of the 2013-14 financial year. All relevant performance information is contained within Appendix 'A' with only those areas where targets currently graded as AMBER highlighted within the body of this report itself.
2. As previous reports, this performance report includes a brief overview of Force performance that is not covered by specific targets.

3. There are some targets that have bespoke traffic light definitions, these are referenced in Appendix A. The general traffic light criteria used in this report is as follows:

- Green – target on course to be achieved by due date;
- Amber – target will not be met without additional work/resources;
- Red – unlikely the target will be achieved, even with additional work/resources or the target has not been achieved by the due date;
- White – no data.

## **Current Position**

### ***Overview of Force Performance***

4. It has been a challenging start to the year for the Force. A comparison with the same period last year shows that between 1<sup>st</sup> April 2013 and 30<sup>th</sup> June 2013:

- Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) rose by 4% (47 more offences than the previous year). The largest increases were recorded in the categories of violence against the person with injury (20 more offences), theft from the person (21 more offences), bicycle theft (20 more offences) and shoplifting (16 more offences). However, these increases were offset by reductions in other areas, for example there were 26 fewer non-domestic burglaries and ‘theft other’ fell by 25 offences compared to last year.
- On a positive note, the detection rate for all victim-based crime rose from 15.3% to 16.8% compared to the same point last year.
- Crimes against statute, which includes drugs offences, possession of weapons, public order offences and ‘miscellaneous crimes against society’<sup>1</sup>, fell compared to 2012-13, from 239 crimes to 190 crimes, a reduction of 4.3%.
- There has been a reduction in the number of anti-social behaviour incidents, down to 268 incidents compared to the 347 recorded at the same point last year, a reduction of 22.8%.

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<sup>1</sup> These crimes include prostitution, going equipped for stealing, perjury, perverting the course of justice, and possession of false documents, amongst others.

5. Notable Force achievements and activities over the reporting period include:

- The launch of a multi-stranded strategy to police the night-time economy to stem recent rises in violent crime in the City.
- The Force has worked closely with a cyclist who suffered serious injury as a result of going through a red light. The resulting video is being used to educate road users about the importance of driving and cycling safely.
- An investigation by the Force following the serious injury of a man on a night out with friends has resulted in lengthy sentences (20 years) for attempted murder.
- In a case where an assailant received a 10 year custodial sentence for manslaughter, the judge at the Old Bailey praised the City of London Police for its response on the night of the incident and the diligence of its subsequent investigation.
- The Force's Overseas Anti-Corruption Unit has joined forces with a new International Foreign Bribery Taskforce, which has been set up as part of a trans-border agreement to combat bribery.
- The Force has announced that it is setting up a new funded unit to tackle online intellectual property crime. The planned go-live date is September 2013.

### Target Performance

6. **To ensure that at least 90% of fraud victims are satisfied with the service provided.** At the end of the first quarter the Force recorded an 83% satisfaction rate. It is thought that this low level is partially attributable to the very poor response rate; only 6 people of 37 surveyed responded. Only 1 of the 6 expressed dissatisfaction and is now the subject of service recovery. Detailed feedback from that individual will be given to the relevant fraud teams to improve future performance. The Force is also exploring with the survey company the reasons for the very low response rate, with a view to taking action to improve this for future quarters.
7. **Reduce levels of victim-based violent crime compared to 2012-13.** The Force had recorded 163 violent crimes at the end of June 2013, exceeding the year to date target by 23 crimes. The number of crimes recorded each month has been steadily increasing since April. During June, 62 offences were recorded, which is the highest level in any month over the past three years. Statistically speaking, this remains within what is considered to be a

normal variation from the mean. However, to achieve this target by year end, the Force will have to achieve significant reductions over the next three quarters, recording an average of no more than 44 crimes per month. That level was only achieved in two months (August and January) last year. The Force faces a considerable challenge therefore to achieve this target.

8. Analysis has highlighted that 60% of the victim based violence offences took place between 8pm and 7am, suggesting a strong link with the night time economy. Uniform Operations taskings are being concentrated on Thursdays/Fridays and Saturdays late turns and night-shifts to address the issue. Every Thursday, the Force Intelligence Bureau (FIB) is highlighting licensed premises that are likely to present issues over the following three nights. Detailed checks are then being made to premises as well as increasing visibility in those areas.
9. Additionally, a violent crime and night-time economy profile has been compiled by FIB and is being updated regularly. The profile defines two control zones, one where the tactics articulated in the Violent Crime Reduction Plan are being deployed, with the other zone left to normal response policing. This should provide an assessment over the course of the next quarter of whether specified tactics are achieving the desired results over and above normal response policing.
10. The number of sexual offences has increased compared to last year, which is largely due to increased reporting from victims. Following Operation Yewtree (the investigation into Saville and others), there has been a 100% increase in the reporting of historical sexual assaults. Both rapes recorded in the first quarter are historic and were reported following the national drive for victims of historic sexual crimes to come forward. The Force's Public Protection Unit is working closely with the Independent Advisory Group and Victim Support to identify ways reporting can be encouraged. It is of course accepted that this could trigger a further rise in recorded crimes of this type, however, it is more important that to have an accurate picture of this area of criminality and bring offenders to justice and give redress to victims.
11. Additionally, the Commissioner has recently commissioned further analysis work to drill down into the detail of offences classed as 'violence without injury' as it seems there is a trend of increased reporting in this area.
12. **To reduce levels of victim based acquisitive crime compared to 2012-**  
13. At the end of the first quarter the Force had recorded 992 acquisitive crimes against a year to date target of no more than 951 crimes. Trend

analysis based on one year's data suggests the Force *could* end the year up to 7% above target, although at the time of writing this report (mid August) the Force is currently only 1.2% up on last year, this is because the Force has been focusing on intelligence led tasking to address this issue in the period since the end of quarter one (end of June) to date. However, the level of victim based crime for 2012-13 was already low and the Force knew when setting this target that to achieve any reduction would be very challenging.

13. The Force has instigated an intelligence led operation to tackle the rise in victim-based acquisitive crime. Initially it has run throughout July from Tuesday to Friday between 10am and 10pm. Plain clothes officers from the Crime Squad and other directorates are being deployed to tackle daytime cycle, retail and coffee shop thefts using various tactics and decoy techniques. High visibility patrols by uniformed officers are also being used as a deterrent.
14. From 6pm each day staff are being deployed to tackle thefts from licensed premises. Plain clothed officers concentrate on the top 10 premises with a view to identifying and apprehending offenders. Uniformed officers, supported by liveried vehicles are also deployed in high visibility patrols to disrupt potential offenders. Every individual who is stopped and searched as part of the operation will have their recorded details forwarded to the Force Intelligence Bureau for analysis.
15. **To increase the number of referrals to Safer Cycle Scheme (SCS) compared to 2012-13.** There were no referrals made to the SCS during May and June due to the Force concentrating on Operation Atrium, which is aimed at drivers of vehicles. To rectify this, there will be a one-week operation targeting SCS notices as part of normal tasking. Additionally, training is being rolled out to Response Groups to allow more officers to issue SCS notices. As it is so early in the year, the Force is confident that this target will be achieved.
16. **To ensure at least 90% of victims of crime are satisfied with the service provided by the police.** This target is based on a victim's 'whole experience' of their interaction with the Force. The 82.7% recorded at the end of the first quarter is disappointing. To achieve the target by the end of the year the Force will need to achieve a level of 93% or more over the following three quarters, which will be particularly challenging.
17. Victims cite the principal reason for dissatisfaction as not being kept informed about what is happening with their case. Detailed feedback

provided by victims is provided to Directorate Heads to enable them to take the necessary action to improve future performance. Additionally, an article has been broadcast on the Force's 'City Net' front page highlighting to officers the importance of follow up action from the victim's perspective and how this can impact on how the Force is perceived. This target is also monitored at the Force's Performance Management Group and the Organisational Learning Forum where solutions to this issue are discussed and put into practice as part of the action plan to improve performance in this area.

## **Conclusion**

18. The Force has commenced the 2013-14 performance year demonstrating good performance against the majority of Policing Plan targets. Where there are issues highlighted within this report, your Sub Committee can be confident that the Force is taking action to address those issues where it can.

## **Background Papers:**

- **Appendix "A" Performance Summary**

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