

<b>Committee:</b> Police Performance and Resource Management Sub-Committee	<b>Date:</b> 15 <sup>th</sup> November 2013
<b>Subject:</b> Second Quarter Performance against Targets in the Policing Plan 2013-16	<b>Public</b>
<b>Report of:</b> Commissioner of Police POL 51/13	<b>For Information</b>

### Summary

1. This report summarises performance against the Policing Plan 2013-16 for the second quarter of the 2013-14 financial year.
2. At the end of September 2013, of the 28 policing plan targets, 21 were on track to be met (GREEN), 3 were graded as AMBER, indicating that additional work is required to ensure the targets are met, 1 has been graded RED, indicating that it is unlikely to be met by the end of the year, and 3 are shown as WHITE, where the Force is still to receive the second quarter results from surveys.

<b>1.1.1a</b> Increase the number of engagements with the community aimed at deterring people supporting terrorism or violent extremism	GREEN	
<b>1.1.1b</b> All relevant plans within CoL scrutinised by the CT Architectural liaison team	GREEN	
<b>1.1.1c</b> Deploy intelligence led, high visibility policing operations to counter the terrorism threat and reassure the public	GREEN	
<b>1.1.1d</b> 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	
<b>1.2.1a</b> Increase the number of government and industry sectors providing economic crime data to the National Fraud Intelligence Bureau	GREEN	
<b>1.2.1b</b> Increase quantity and quality of fraud prevention products disseminated by the N FIB (Quality/Quantity)	GREEN	GREEN
<b>1.2.1c</b> Disrupt the top 10 organised crime groups causing the greatest harm	GREEN	
<b>1.2.1d</b> Ensure at least 90% of fraud victims are satisfied with service provided	WHITE	
<b>1.2.1e</b> Increase by 10% the no. of officers, public sector and private sector fraud investigators trained by the Fraud Academy	GREEN	
<b>1.2.1f</b> Conduct reviews of investigations to inform Fraud Academy training courses and best practice toolkits	GREEN	
<b>1.3.1a</b> Meet all national requirements for public order mobilisation to support the SPR	GREEN	
<b>1.3.1b</b> Deliver ongoing organisational improvements and development relating to public order deployments (complaints)	GREEN	
<b>1.3.1b (2)</b> As above (Debriefs)	AMBER	
<b>1.3.1c</b> Ensure that at least 85% of residents and businesses are satisfied with the information received in relation to pre-planned events	GREEN	
<b>1.4.1a</b> Reduce levels of victim-based violent crime compared to 2012-13	AMBER	

<b>1.4.1b</b> Reduce levels of victim-based acquisitive crime compared to 2012-13	<b>GREEN</b>
<b>1.5.1a</b> Support the City of London Corporation’s casualty reduction target through enforcement and education activities	<b>GREEN</b>
<b>1.5.1b</b> Increase the number of uninsured vehicles seized and unlicensed drivers apprehended compared to 2012-13	<b>AMBER</b>
<b>1.5.1c</b> Increase the number of referrals to the Safer Cycle Scheme compared to 2012-13	<b>GREEN</b>
<b>1.5.1c(2)</b> Increase the number of referrals to the Driver Alert Scheme compared to 2012-13	<b>GREEN</b>
<b>1.6.1a</b> Ensure that at least 90% of those reporting antisocial behaviour are satisfied with the service provided by the police	<b>WHITE</b>
<b>1.6.1b</b> Reduce the average annual number of rough sleepers in the City	<b>GREEN</b>
<b>1.6.1c</b> Actively promote, with partners, effective stewardship and crime prevention activities within licensed premises	<b>GREEN</b>
<b>1.6.1d</b> Run intelligence led operations to target threats associated with the night time economy	<b>GREEN</b>
<b>1.7.1a</b> Ensure at least 85% of City street population surveyed consider the police in the City of London are doing a good or excellent job	<b>WHITE</b>
<b>1.7.1b</b> Ensure at least 90% of victims of crime are satisfied with the service provided by the police	<b>RED</b>
<b>1.7.1c</b> Respond to at least 95% of 999 calls within the national target of 12 minutes	<b>GREEN</b>
<p><b>Recommendation</b></p> <p>It is recommended that your Sub Committee receives this report and notes its contents.</p>	

## 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 and second quarters 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 or RED highlighted within the body of the 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 which 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 –awaits data.

## **Current Position**

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

4. Last quarter's report to your Committee highlighted that it had been a challenging start to the financial year. In some respects that level of challenge continues, although good progress is being made against the policing plan targets and the Force has enjoyed some notable successes outside of performance against targets.
5. A comparison with the same period last year shows that between 1<sup>st</sup> April 2013 and 30<sup>th</sup> September 2013:
  - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) rose by 3.5% (79 more offences than the previous year). The largest increases were recorded in the categories of violence against the person with injury (24 more offences), theft from the person (53 more offences), shoplifting (33 more offences) and criminal damage (24 more offences). However, the increases were offset by reductions in other areas, for example there were 34 fewer non-domestic burglaries and 'theft other' fell by 49 offences compared to last year.
  - The detection rate for total victim-based crime has improved from the 16.8% reported last quarter to 18.6%, however, it remains below the 20.5% recorded at 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 514 crimes to 397 crimes, a significant reduction of 22.8%.

- At the end of the second quarter, total notifiable crime was down by -1.4% or 38 fewer offences (2731 crimes compared to 2769 the previous year).
6. In addition to those items reported in last quarter's report, notable Force achievements and activities during the second quarter include:
- Several successful prosecutions, including:
    - A criminal sentenced to 7 years imprisonment for fraudulently obtaining a £1.5m loan;
    - 3 British men sentenced to a total of 43 years imprisonment by a Florida court following a 7 year joint investigation with the US and Spanish authorities;
    - 4 gang members who committed a stabbing in the City were imprisoned at the Central Criminal Court for a total of 39 years.
  - In July the Force launched an international enforcement operation with the Romanian authorities and Europol aimed at tackling criminality impacting on the UK Payments sector.
  - The Force signed a section 22 collaboration agreement with the Metropolitan Police to fast-track the authorisation of intrusive surveillance across London.
  - During August the Force lead a national campaign aimed at tackling fraud that targets participants of the Hajj. This continues.
  - The Secretary of State for International Development publicly congratulated the Overseas Anti-Corruption Unit for its role in bringing a man to justice who had been selling fake bomb detectors around the world.
  - During September Lloyds of London invested more than £200k into the Insurance Fraud Enforcement Department, which will fund 3 additional detectives bringing the Unit up to 35 members of staff.
  - The Police Intellectual Property Crime Unit launched with the arrest of two men in Birmingham suspected of committing several thousand pounds worth of DVD counterfeiting.

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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.

## **Comment on Target Performance- by exception**

7. **1.2.1d - To ensure that at least 90% of fraud victims are satisfied with the service provided.** The result of the survey for the second quarter is still to be received by the Force. The target is, therefore, currently shown as WHITE. Members might recall that at the end of the first quarter the Force recorded an 83% satisfaction rate against this target which was therefore graded AMBER.
8. **1.3.1b – To deliver ongoing organisational improvements and development relating to public order deployments from debriefs.** This target was graded as AMBER at the end of the second quarter as there was one organisational debrief dating from August where learning was identified but no action had been taken as a result. This will be remedied before the end of the 3<sup>rd</sup> quarter.
9. **1.4.1a - Reduce levels of victim-based violent crime compared to 2012-13.** This target continues to be graded as AMBER. Despite sustained effort since the beginning of the year, the Force has not managed to reduce levels of violent crime compared to last year. By the end of the second quarter the Force had recorded a 14.9% increase compared to the same point last year (301 incidents compared to 262). Whilst it will not be impossible to achieve this target by the year's end, it will be extremely challenging. Looking purely at a 12 month rolling trend indicates that without considerable levels of resources dedicated to this target, the Force could end the year with an increase of 12.7% in levels of violent crime.
10. Special operations are continuing targeting violent crime and the night-time economy. A range of tactics are being deployed and additional covert resources have been funded to deploy inside licensed premises who then alert officers to situations that might lead to incidents of violence. A dedicated crime prevention strategy is being formulated in response to a comprehensive analytical assessment of both violent and acquisitive crime. On top of this, Support Group are deploying saturation patrol tactics in affected areas, preventing further offences from occurring.
11. It must be noted that levels of violent crime are currently running at an average of just under 2 per day. This makes the challenge to reduce the level further difficult. However, the Force is continuing to address the issue with using all tactical options and appropriate resources.
12. **1.5.1b – Increase the number of uninsured vehicles seized and unlicensed drivers apprehended compared to 2012-13.** At the end of the

second quarter the Force had recorded 216 unlicensed and uninsured seizures compared to 264 at the same point last year. Specific operations are being planned for weekends (when more resources, including use of Special Constables, will be able to be applied to the situation), which is also when there are usually more ANPR activations. Special arrangements are being made with the Motor Insurance Bureau to co-ordinate activity to facilitate insurance checks being made. The Force is confident that with the additional work this target will be met.

13. **1.6.1a – To ensure that at least 90% of those reporting antisocial behaviour are satisfied with the service provided by the police.** At the time this report was prepared, the Force had not received the quarter two survey results. At the end of the first quarter, the Force had achieved this target.
14. **1.7.1a –To ensure that at least 85% of the City’s street population surveyed consider the police in the City of London are doing a good or excellent job.** At the time this report was prepared, the Force had not received the quarter two survey results. At the end of the first quarter, the Force had achieved this target.
15. **To ensure at least 90% of victims of crime are satisfied with the service provided by the police.** Whilst the second quarter’s survey results have not yet been received by the Force, this target has been graded RED and not WHITE because the 82.7% recorded at the end of the first quarter was so low that to achieve the target by the end of the year the Force will need to achieve a level of 93% or more over the remaining three quarters. Whilst that level might be achieved for one quarter, it is very unlikely that it will be achieved for all three; it is therefore in reality, unlikely the Force will meet this target by the end of the year.
16. Victims cite the principal reason for dissatisfaction is not being kept informed about what is happening with their case. Remedial action has been taken, and 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.
17. In addition to this, the Force is exploring the possibility of having a dedicated ‘victims champion’ within Criminal Justice who will be a dedicated resource to take on victim satisfaction issues. There is also a

further piece of work being undertaken to contact every victim by phone that has completed the survey and stated they are dissatisfied, to actually have a conversation with them about why they felt dissatisfied. Lastly, the Force has commissioned consultants to fully review the whole end to end process of crime investigation. The results of this review will be used to inform any future victim strategies.

## **Conclusion**

18. At the end of the second quarter the Force had made some good progress against the majority of policing plan targets. The two areas of concern where the targets might not be met are to reduce victim-based violent crime (although there will be a sustained effort to achieve this target) and the victim of crime satisfaction level, which is unlikely to be achieved.

## **Background Papers:**

- **Appendix “A” Performance Summary (non-public)**

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