City of London Police

Policing Plan Performance Report

Performance against Policing Plan measures for January 2015 v.1

Summary Dashboard

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PRIORITY: To protect the City of London from terrorism and extremism	
Measure 1	**The level of specific counter terrorism deployments tasked that are completed**
Owner	Crime Directorate
AIM/RATIONALE	Security Group meets fortnightly (or as required depending on threat levels) to consider intelligence relating to the threat from terrorism and extremism. Tactical options that align with the pan London Rainbow options are considered and agreed and are then tasked out at that meeting to ensure the Force is doing everything it can to protect the City from the terrorist threat. This measure will assess the level of tasking that are completed by the Force, which together with details of engagement and preventative work, will provide a broad picture of how the Force is supporting delivery of its counter terrorism priority.
DEFINITIONS	"Counter Terrorism options tasked" are specific actions tasked by Security Group for completion.
MEASUREMENT	This measure will be reported against using the percentage of counter terrorism options tasked that are completed (as assessed by Security Group) GUIDE: **SATISFACTORY**: 95% - 100% tasked CT deployments are delivered **CLOSE MONITORING:** 90% - 94% deployments delivered **REQUIRES ACTION:** fewer than 90% of deployments delivered The reported measure will be complemented by information detailing: (1) Visibility – providing details of levels of patrolling or specific events with the community; (2) Information – providing details of education or advice provided;
DATA SOURCES	UPD/I&I/Crime Directorate
ASSESSMENT	**SATISFACTORY**

Main measure

Month	Percentage deployments completed
January 2015	**TBC**

Supplementary information:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number Griffin Attendees	62	53	58	43	46	60	57	58	45	0		
Number Argus Attendees	20	12	41	80	0	87	95	113	72	30		

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For January:
1253 hours of Operation Servator
567.25 –E2/Armed Foot patrols
100 hours – armed Vehicle Check Points

Operation Servator was supported strongly this month by response groups. More officers are now trained across the division resulting in improved support for the operation.

In light of the current threat level against police UPD organised a number of armed vehicle check points in the City as strong deterrent and visible reassurance. This was supported by the media team to ensure the right message was given to our community. The impact of these deployments was positive and provides us with a good option for the future.

PRIORITY: To protect the City of London from terrorism and extremism	
Measure 2	**The level of community confidence that the City of London is protected from terrorism**
Owner	Crime
AIM/RATIONALE	The aim of this measure is to provide the Force with data to allow it to assess the impact its counter terrorism work has on feelings of safety amongst the community and the extent to which they are confident that City is protected from terrorism.
DEFINITIONS	NA
MEASUREMENT	Data for this measure will be provided from the iModus surveys, conducted quarterly. The question asked is "On a scale of 1 to 10 (with 1 being no confidence and 10 being completely confident) how confident are you the City of London is protected from terrorism". Responses scoring 7 or above will be regarded as 'confident'. Respondents will be asked they expect from the Force to improve, which can be used to inform operational and communications plans. **GUIDE**: Over the course of 2014-15, the Force recorded levels ranging from 85% to 90% people surveyed. It is valid to use a numerical guide here as what is being measured is peoples' perception, i.e. no perverse incentives or action can be used to influence performance against this measure **SATISFACTORY:** 85% - 100% **CLOSE MONITORING:** 80% – 84% **REQUIRES ACTION:** 80% or lower
DATA SOURCE	UPD (Everbridge survey)
ASSESSMENT	**SATISFACTORY**

Street survey: Respondents rating CoLP ability to effectively police counter terrorism at 7 or above (out of 10).	90% (144/160)	85.7% (138/161) **YTD 87.9%**	87.1% 135/155 **YTD 87.6%**

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PRIORITY: Safer Roads	
Measure 3	**Levels of evidence-based education and enforcement activities, supporting the City of London Corporation's casualty reduction target**
Owner	UPD
AIM/RATIONALE	The City of London Corporation is statutorily obliged to lower KSI on the City's roads. The Force has a statutory responsibility to enforce road traffic legislation, which together with its programme of education aimed at road users, should result in safer roads for all.
DEFINITIONS	An evidence-based enforcement or education activity is any activity aimed at road users (drivers, cyclists, motor cyclists and vulnerable road users) intended to educate road users for better or more responsible road use.

MEASUREMENT	Reporting against this measure will entail providing details of activities conducted together with the reasons why those events have taken place and anticipated impact. The City's KSI levels will be provided for information.
	
	GUIDE: SATISFACTORY: All planned operations and events are delivered
	         CLOSE MONITORING: 90% - 99% of operations and events are delivered
	         REQUIRES ACTION: 89% or less operations and events are delivered

DATA SOURCE	UPD/I&I/Crime Directorate
ASSESSMENT	**SATISFACTORY**

Operations for January to note:-

To support a reduction in the number of casualties, UPD have changed taskings to just three operations – Bike Safe / Speed Campaign and Op Regina.
Bike Safe - Skilled Traffic officers have been tasked during weekdays / rush hours to stop and speak to riders / couriers informing them of the increase in the number of motorbike collisions, many of which were not necessarily the fault of the motorcyclist, and also offering the Bike Safe Scheme. This scheme is a police led motorcycle project that is run by most forces throughout the UK. The aim of Bike Safe is to improve rider attitude and behaviour, and in doing so, help reduce the number of motorcyclists being killed or seriously injured and hopefully make riding safer and more enjoyable. The aim is to stop approximately 1000 riders.

Thurs / Fri and Sat - Op Regina will concentrate efforts on Thursdays, Fridays and Saturdays. Support Group will continue to assist on Tuesdays Early turn with Bike Safe

20 mph speed enforcement – Traffic officers tasked throughout the month.

People killed or seriously injured in RTC: **TABLE PRESENTED FOR INFORMATION PURPOSES ONLY**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD
2013/14	3	4	6	10	3	3	6	10	4	3	3	6	49
2014/15	6	8	4	6	3	4	4	6	7				48

PRIORITY: Safer Roads	
Measure 4	**The percentage of ANPR activations where vehicles are intercepted by the City of London Police**
Owner	I&I
AIM/RATIONALE	ANPR is a very important tool in combating crime and making the roads safer places. This measure will provide assurance that the Force is acting on information received via ANPR effectively and efficiently. So as not to create a perverse incentive with this measure (through officers responding in a manner not commensurate with threat/risk) this will only relate to those activations linked to the risk of greatest harm (e.g. threats to life, firearms). The aim of this measure is to assess how successful the Force is at intercepting those vehicles within the City of London when it is possible to do so. However, recognising that the City of London covers such a small footprint, it will often be the case that a few seconds/minutes following a vehicle being flagged, it might be outside of the City boundaries, in those situations the measure will be for the Force to have passed on the intelligence to the neighbouring borough or home force.
DEFINITIONS	An "ANPR activation" is one where the system reads a number plate, Control assesses the risk level and where the activation is one that is associated with greatest harm, flags to the Force that there is an issue with the vehicle or driver.
MEASUREMENT	This measure will be assessed against the percentage of greatest harm ANPR flags that are: (1) Intercepted by CoLP within the City of London; or (2) Where the intelligence has been passed to a neighbouring borough or home force **GUIDE:** *the process for managing the data relating to this measure is currently being refined. Once that is agreed (by PMG 25th March) the baseline data will be assessed to populate the assessment guide below.* **SATISFACTORY:** (to be included) **CLOSE MONITORING:** (to be included) **REQUIRES ACTION:** (to be included)
DATA SOURCE	UPD/I&I
ASSESSMENT	*See Guide above*
See Guide above	

PRIORITY: Public Order	
Measure 5	**The percentage of those surveyed who are satisfied with the information provided to them about large scale, pre-planned events and how those events were ultimately policed.**
Owner	UPD
AIM/RATIONALE	The aim of this measure is to provide the Force with information relating to how satisfied the community is with information received about pre-planned events and satisfaction with how those events were actually policed.
DEFINITIONS	A "pre-planned event" is one where advance notice is given which requires a police plan and subsequent deployment of officers and where CoLP takes on a lead agency role.
MEASUREMENT	Reporting will provide details of engagement/information provided before and during the event, together with the results of iModus VOCAL surveys of those that received the information. **GUIDE:** Over the past year the Force achieved an average satisfaction level of 88% (ranging from 82% - 93%). It is valid to use a numerical guide here as what is being measured is peoples' perception, i.e. no perverse incentives or action can be used to influence performance against this measure SATISFACTORY: 85% - 100% CLOSE MONITORING: 80% - 84% or reducing trend REQUIRES ACTION: 80% or less
DATA SOURCE	UPD
ASSESSMENT	**CLOSE MONITORING**

Event	Date	Satisfaction rate	TREND
350th Anniversary – Royal Marines	July 2014	93.33%	**UP**
Tour of Britain	September 2014	91.60%	**UP**
Lord Mayor's Show	November 2014	86.08%	**DOWN**
Smithfield Christmas Campaign	December 2014	82.19%	**DOWN**

Event	350th Anniversary – Royal Marines	Tour of Britain	Lord Mayor's Show	Smithfield Christmas Campaign	Totals
Number of responses	135	143	115	73	466
Total Very satisfied	78	55	42	27	202
Total Satisfied	48	76	57	33	214
Satisfaction rate	93.33%	91.60%	86.08%	82.19%	89.27%

|	
Total number of responses	466
Total number satisfied	416
Overall Satisfaction rate	89.27%

Performance to date indicates that poorer performance is associated with the lower numbers of people sampled and respondents.

PRIORITY: Tackling Crime	
Measure 6	Levels of victim-based violent crime.
Owner	UPD
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to violent crime efficiently and effectively. Victim based violent crime is one of two categories of crime (the other being acquisitive crime) that constitutes the greatest volume of crime.
DEFINITIONS	"Victim-based violent crime" comprises homicide, violence with injury, violence without injury and sexual offences. "Systemic increase" is one that is 6 consecutive increases above the mean or 4 consecutive increases above a tolerance level
MEASUREMENT	PMG will receive data around current levels of victim-based violent crime, trend information and analysis. **Note**: w.e.f. 1st April 2015, crimes under the Malicious Communications Act become notifiable and will be included within the violence without injury category. This will increase the levels of violent crime recorded. During 2014-15 there were 42 such crimes. Reporting performance for 2015-16 therefore will show levels including this category, and not including it so that a direct comparison can be made with the previous year. **GUIDE:** **SATISFACTORY:** Reducing trend of victim-based violent crime or within statistical tolerance levels (as indicated monthly on performance charts) **CLOSE MONITORING:** No stable trends indicated or increase on previous month **REQUIRES ACTION:** Systemic increase in levels of violent crime
DATA SOURCE	PIU (I&I)
ASSESSMENT	**REQUIRES ACTION**

Victim Based Violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013-14 (month)	51	49	63	36	54	50	60	59	69	51	58	65
2014-15 (month)	57	46	52	55	60	53	73	80	77	61		
Change (month)	6	-3	-11	19	6	3	13	21	8	10		
	11.8%	-6.1%	-17.5%	52.8%	11.1%	6.0%	21.7%	35.6%	11.6%	19.6%		
2013-14 (YTD)	51	100	163	199	253	303	363	422	491	542	600	665
2014-15 (YTD)	57	103	155	210	270	323	396	476	553	614		
Change (YTD)	6	3	-8	11	17	20	33	54	62	72		
	11.8%	3.0%	-4.9%	5.5%	6.7%	6.6%	9.1%	12.8%	12.6%	13.3%		
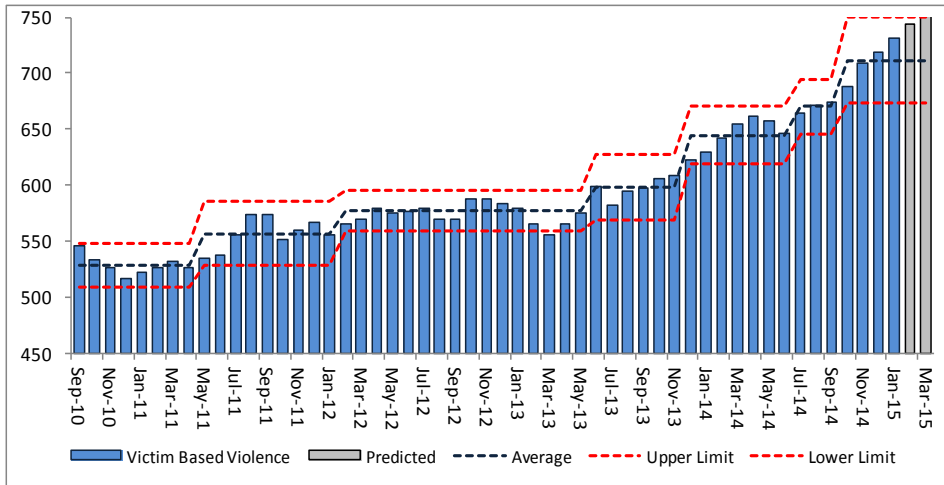
The Force is currently showing a 13.3% (+72) increase in victim based violence compared to last year. 614 crimes have been recorded so far this year.

Predictions based on the current 12 rolling month trend suggest the force will end the year with 757 offences, an increase of 15.6% (+103).

Table showing the FY comparison of the Victim Based Violent Crime

Victim Based Violence	Apr 13-Jan 14	Apr 14-Jan 15	No. Change	% Change
Homicide	0	1	1	No Calc
Violence With Injury	282	284	2	0.7%
Violence Without Injury	209	284	75	35.9%
Rape	8	10	2	25.0%
Other Sexual Offences	43	35	-8	-18.6%
Total:	**542**	**614**	**72**	**13.3%**

Table showing FY comparison of Violence without injury

Violence Without Injury	Apr 13-Jan 14	Apr 14-Jan 15	No. Change	% Change
Assualt without Injury (104, 105A & 105B)	173	200	27	15.6%
Harrasment (8L, 8M & 8Q)	34	77	43	126.5%
Other (3B, 11A & 36)	2	7	5	250.0%
Total:	**209**	**284**	**75**	**35.9%**
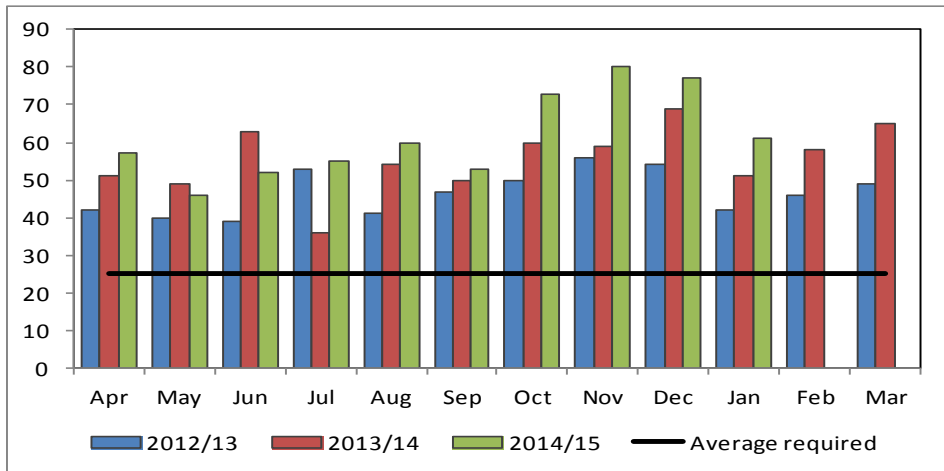
Since July 2014 this FY the monthly Violent Based Victim Crimes has been higher than those previously reported in the last 2 FY monthly figures.

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During January 33 violent offences were associated with night time economy against 55 in December. The additional resources allocated to the last weekend in January appeared to have a positive impact. In previous years there has been a spike week 44 the additional resources and saturation patrols by the support group appear to have been successful. The weekend

saw 5 violent crimes compared 17-20 in 2012/13/14.

Of the remaining violent offences they can be broken down as follows:

MO: Monthly Break down 2014/15

| MO	Nov	Dec	Jan	Grand Total
NTE	44	55	33	132
U/K	11	3	7	21
ROAD RAGE	5	3	4	12
HARASSMENT	1	7	1	9
WORK PLACE	2	3	4	9
WORK COLLEAGUES	4		2	6
ATTEMPT THEFT		2	2	4
DOMESTIC	1	2		3
BUS	1	1		2
TAXI	1		1	2
Grand Total	**70**	**76**	**54**	**200**

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There has been a spike in violent offences (5 offences at Pontis cafe – Bishopsgate 2 offences arising from one incident, this premises is now subject to visits and licensing are looking at this). This is largely a result of intoxicated persons coming in to conflict with staff and being ejected.

The Licensing Department has continued to be proactive with various premises. There is a new door security team operating at Revolution, the licensing team has spent time watching the operation and at the moment there appears to be significant improvement in the management of customers.

The initial analysis of the Alcometer pilot indicates that at the premises that took part there was a 33% reduction in incidents and offences. There have been covert licensing visits, and this is assisting in the formulation of evidence against premises.

FORECASTING – Victim Based Violent Crime
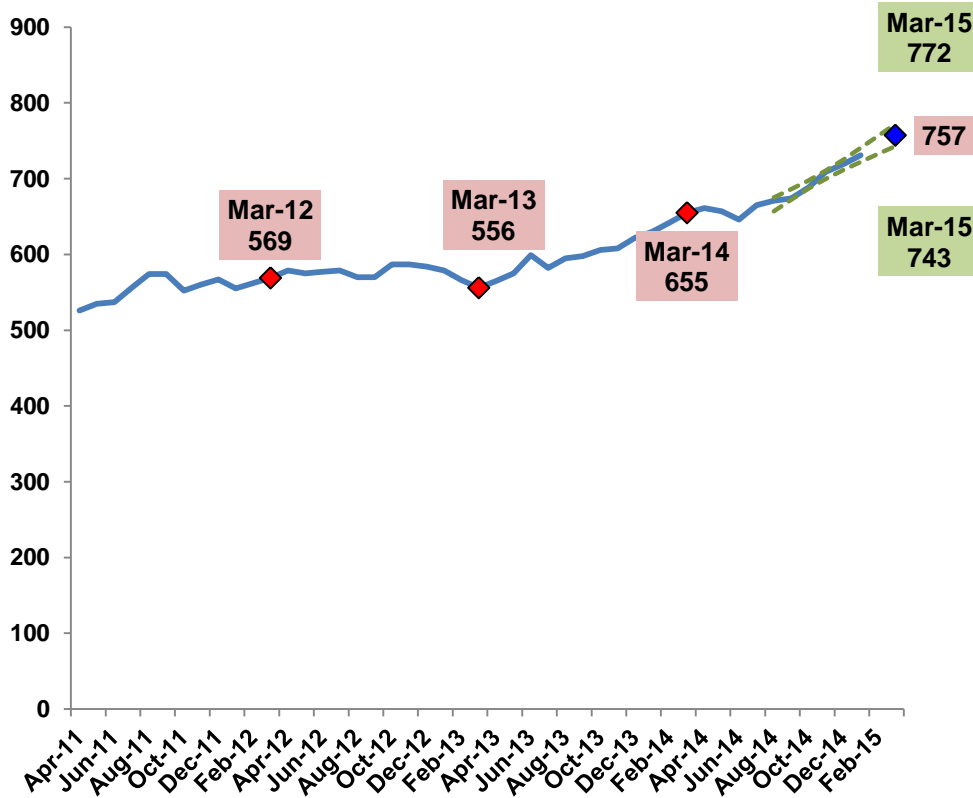
The TREND is **UPWARDS** and **SIGNIFICANT**

FORECASTING TABLES

Annual Totals	Crimes	% Change
2009-10	642	
2010-11	532	-17.1%
2011-12	569	7.0%
2012-13	556	-2.3%
2013-14	655	17.8%
2014-15 (est)	757	15.6%

Finalised Total	Crimes	% Change
2013-14	665	13.8%

The forecasts are based on the last six values of the twelve-month rolling total. The tables below combine known results and forecasts to estimate the position at each quarter end.

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Forecast by Quarter	2013/14	2014/15	% Change
Apr-Jun	164	155	- 5.5%
Apr-Sep	304	323	+ 6.3%
Apr-Dec	489	553	+ 13.1%
Apr-Mar	655	757	+ 15.6%

| PRIORITY: Tackling Crime	
Measure 7	Levels of victim-based acquisitive crime.
Owner	Crime Investigation
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to acquisitive crime efficiently and effectively. Victim based acquisitive crime represents the Force's largest volume crime area.
DEFINITIONS	"Victim-based acquisitive crime" comprises robbery, vehicle crime and theft "Systemic increase" is one that is 6 consecutive increases above the mean or 4 consecutive increases above a tolerance level
MEASUREMENT	Assessment is based on current levels of victim-based acquisitive crime, trend information and analysis. GUIDE: SATISFACTORY: Reducing trend in victim-based acquisitive crime or within statistical tolerance levels (as indicated monthly on performance charts) CLOSE MONITORING: No stable trends indicated or not significant increasing trend REQUIRES ACTION: Systemic increase in levels of acquisitive crime
DATA SOURCE	PIU (I&I)
ASSESSMENT	**CLOSE MONITORING**

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Victim Based Acquisitive	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013-14 (month)	345	313	319	344	287	281	346	305	257	252	308	342
2014-15 (month)	314	275	272	319	312	305	326	291	309	271		
Change (month)	-31	-38	-47	-25	25	24	-20	-14	52	19		
	-9.0%	-12.1%	-14.7%	-7.3%	-8.7%	-8.5%	-5.8%	-4.6%	20.2%	7.5%		
2013-14 (YTD)	345	658	977	1321	1608	1889	2235	2540	2797	3049		
2014-15 (YTD)	314	589	861	1180	1492	1797	2123	2414	2723	2994		
Change (YTD)	-31	-69	-116	-141	-116	-92	-112	-126	-74	-55		
	-9.0%	-10.5%	-11.9%	-10.7%	-7.2%	-4.9%	-5.0%	-5.0%	-2.6%	-1.8%		
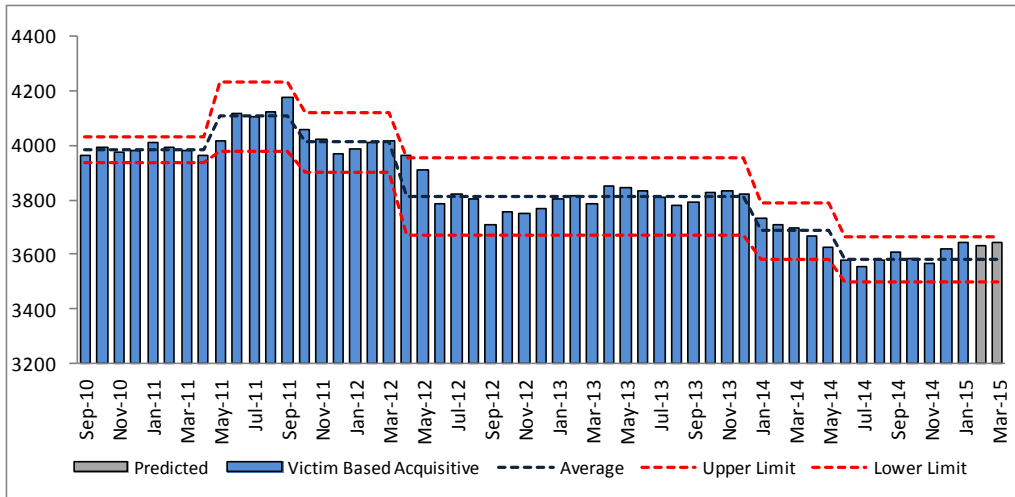
The Force is currently showing a 1.8% (-55) reduction in victim based acquisitive crime compared to last year. The force has recorded 2994 crimes so far this financial year.

Predictions based on the current 12 rolling month trend suggest the force will end the year with 3,642 offences, a reduction of 1.5% (-57). Vehicle offence is predicted to be 86% higher and Cycle Offences 17.3% higher than last FY.
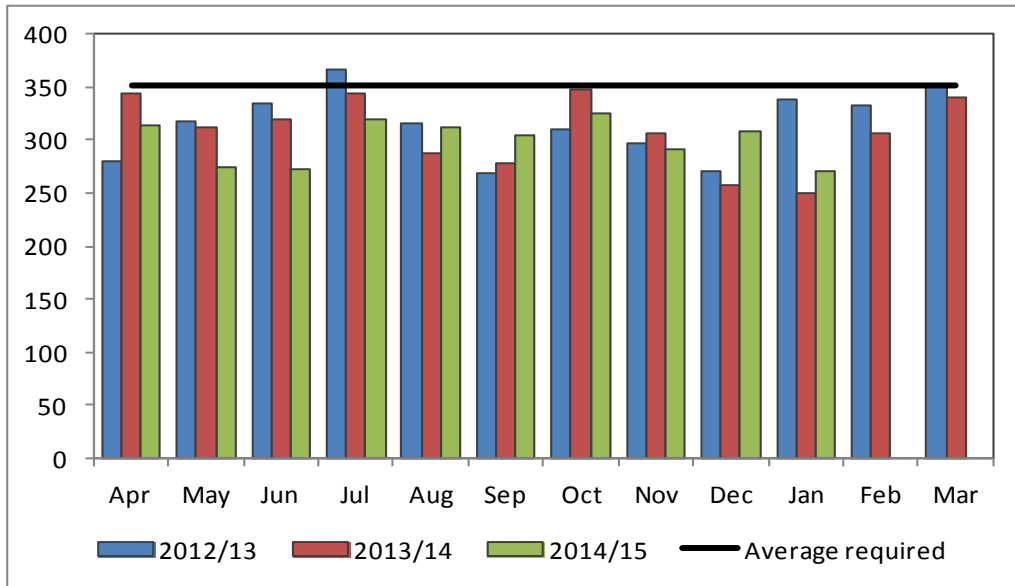
Victim Based Acquisitive	Apr 13-Jan 14	Apr 14-Jan 15	No. Change	% Change
Robbery - Business	1	5	4	400.0%
Robbery - Personal	36	32	-4	-11.1%
Burglary in a Dwelling	22	19	-3	-13.6%
Burglary - Non Dwelling	226	166	-60	-26.5%
Vehicle Offences	95	180	85	89.5%
Theft of Vehicle	*46*	*94*	*48*	*104.3%*
Theft from Vehicle	*47*	*67*	*20*	*42.6%*
Vehicle Interference	*1*	*17*	*16*	*1600.0%*
Aggravated Veh Taking	*1*	*2*	*1*	*100.0%*
Theft from the Person	308	319	11	3.6%
Bicycle Theft	282	334	52	18.4%
Shoplifting	522	471	-51	-9.8%
All Other Theft Offences	1557	1468	-89	-5.7%
Total:	**3049**	**2994**	**-55**	**-1.8%**

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The **TREND** is currently **UPWARDS** but **NOT SIGNIFICANT**

FORECASTING – Victim Based Acquisitive Crime
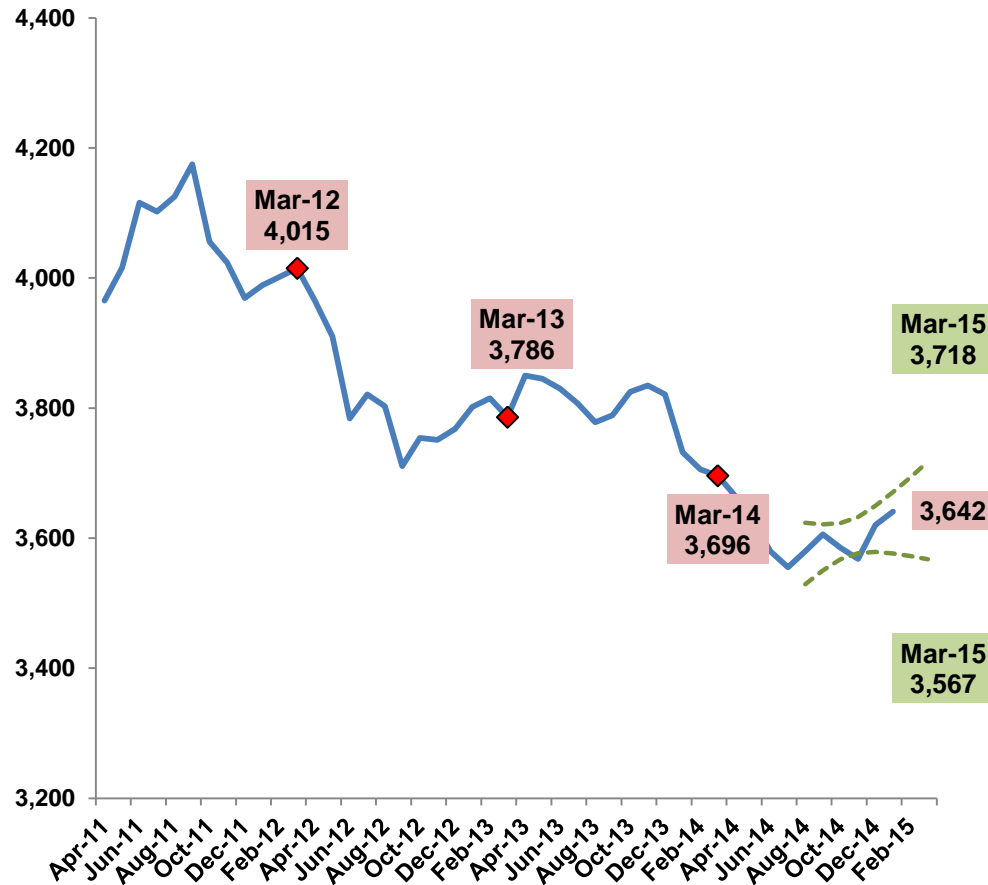
FORECASTING TABLES

Annual Totals	Crimes	% Change
2009-10	4,064	
2010-11	3,982	-2.0%
2011-12	4,015	0.8%
2012-13	3,786	-5.7%
2013-14	3,696	-2.4%
2014-15 (est)	3,642	-1.5%

Finalised Total	Crimes	% Change
2013-14	3699	-1.5%

The forecasts are based on the last six values of the twelve-month rolling total. The tables below combine known results and forecasts to estimate the position at each quarter end.

Forecast by Quarter	2013/14	2014/15	% Change
Apr-Jun	977	861	- 11.9%
Apr-Sep	1,887	1,797	- 4.8%
Apr-Dec	2,799	2,723	- 2.7%
Apr-Mar	3,696	3,642	- 1.4%

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PRIORITY: Tackling Antisocial Behaviour	
Measure 8	**Levels of antisocial behaviour incidents in the City of London.**
Owner	UPD
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to antisocial behaviour efficiently and effectively. It is a direct outcome measure that indicates the Force's success in addressing and preventing ASB.
DEFINITIONS	An "ASB incident" is an incident that has been closed on the Daris system using Codes 1, 2 or 3, Incident and Attendance "Systemic increase" is one that is 6 consecutive increases above the mean or 4 consecutive increases above a control level
MEASUREMENT	Assessment of performance will be based on data around current levels of ASB, trend information and analysis. GUIDE: SATISFACTORY: Reducing trend in levels of antisocial behaviour incidents (as indicated monthly on performance charts) CLOSE MONITORING: No stable trends indicated or not insignificant increasing trend REQUIRES ACTION: Systemic increase in levels of antisocial behaviour incidents
DATA SOURCE	PIU (I&I)
ASSESSMENT	**CLOSE MONITORING**

	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2013-2014	78	112	105	117	117	108	122	92	77	68	71	106
2014-2015	85	115	95	102	83	78	97	91	88	106		

April 2013 – January 2014: 996
April 2014 – January 2015: 940
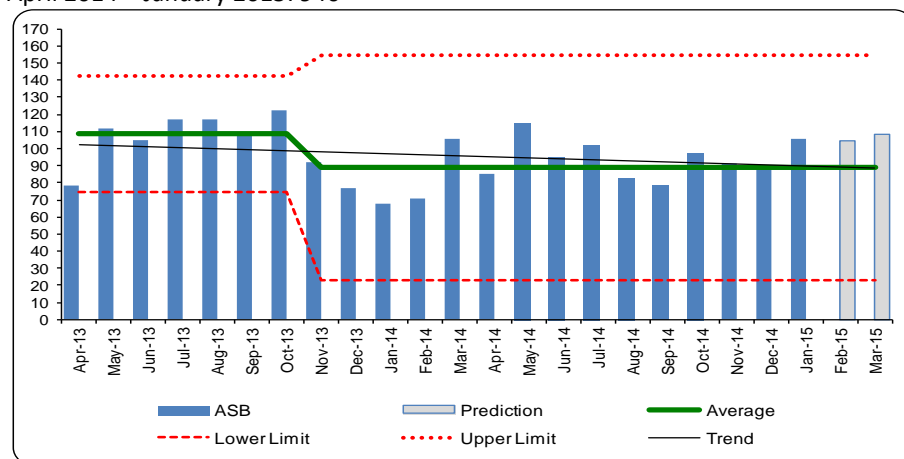
The increase for January is largely cited as being an due to increased number of calls from residents and businesses with regard homeless persons sleeping in doorways and similar. This increase is because of the colder weather over January. This information has been passed onto Communities.

PRIORITY: Protect the City of London and UK from Fraud	
MEASURE 9	**The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided**
OWNER	Economic Crime Directorate
AIM/RATIONALE	This measure focuses on frauds investigated by the Force's ECD. It is not sufficient to be effective in terms of fighting fraud; we are also required to deliver a first class service to victims providing them with the support and help they need at different points in the investigative process.
DEFINITIONS	"**Investigation**": - This is all Unifi crime records classified as "Fraud Investigations – Substantive offences recorded in Action Fraud" allocated to ECD Operational Teams "**Victim**" – Victims include those whose referrals have been adopted for investigation by ECD. Given the nature and duration of economic crime investigations it is highly probable that these victims will have been captured by the Victim Code even if the ultimate outcome is NFA.
MEASUREMENT	Measurement will be by survey. ECD will have the overall satisfaction figure by the beginning of the second week in the new quarter to report to the Force Performance Monitoring Group. The full report to follow in slower time. **GUIDE**: Over 2014-15 the Force averaged a satisfaction rate of 65%. It is accepted that whilst performance against this measure improved over the course of the year, the level is low when compared to satisfaction in other areas. **SATISFACTORY:** Parity with satisfaction levels for other measures (80% - 85%) or greater **CLOSE MONITORING:** 65% - 79% **REQUIRES ACTION:** Reducing satisfaction levels or less than the 2014-15 average of 65%
DATA SOURCE	ECD Strategic Delivery Unit
ASSESSMENT	**CLOSE MONITORING**

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of invitations sent to victims to participate	94	77	369	
Number of victims completing survey	56	25	106	
Overall satisfaction with initial contact. (Valid responses)	60% (33/55)	68% (17/25)	86% (91/106)	
Overall satisfaction with service from ECD officers. (Valid responses)	54.71% (29/53)	80% (20/25)	78% (80/102)	
Overall satisfaction taking the whole experience into account. (Valid responses)	39.62% (21/53)	72% (18/25)	76% (80/105)	
Level of satisfaction in outcome of investigation. (Valid responses)	13.63% (3/22)	68.75% (11/16)	76% (58/77)	
Cumulative overall satisfaction taking the whole experience into account.	39.62% (21/53)	50% (39/78)	65% (119/183)	

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PRIORITY: Protect the City of London and UK from Fraud	
MEASURE 10	**To ensure City Fraud Crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption**
OWNER	Economic Crime Directorate
AIM/RATIONALE	Ensuring that wherever possible the Force takes positive action with every City Fraud Crime investigated by ECD demonstrating the diverse and high quality service victims can expect from CoLP ECD. This positive action is likely to enhance overall victim satisfaction and the City's standing as a safe and desirable place to live and work.
DEFINITIONS	**"City Fraud Crime"** includes all ECD Fraud investigations into fraud or fraud related offences occurring within the City of London. **"Point of outcome"** is defined as when there is an offender disposal or when the crime is closed and categorised in accordance with the HO crime outcomes. **"Positive action"** is defined as follows: 1. When there is an offender disposal. 2. When there is a confirmed disruption of a technological or financial fraud enabler. 3. When the crime contributes to an ECD Fraud awareness/ prevention product.

MEASUREMENT	Measurement will be based upon the number of City Fraud Crimes reaching the Point of outcome benefitting from positive action.
	
	GUIDE: **SATISFACTORY:** All City fraud crimes reaching point of outcome result in positive action
	       CLOSE MONITORING: 95 -99% City fraud crimes reaching point of outcome result in positive action
	       REQUIRES ACTION: 94% or fewer City fraud crimes reaching point of outcome result in positive action

DATA SOURCE	ECD Strategic Delivery Unit
ASSESSMENT	**SATISFACTORY**

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Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total number of City Fraud Crimes reaching point of outcome in month.	5	2	4	3	5	4	8	5	8	3		
Cumulative position of City Fraud Crimes reaching Point of outcome.	5	7	11	14	19	23	31	36	44	47		
Number of City Fraud Crimes reaching Point of outcome in month with offender disposal.	5	2	3	2	4	2	6	2	6	0		

Number of City Fraud Crimes reaching point of outcome in month where Fraud enabler disrupted.	0	0	1	0	1	2	1	2	2	3		
Number of City Fraud Crimes reaching point of outcome in month contributing to an ECD Fraud awareness/prevention product.	0	0	0	1	0	0	1	1	0	0		
Cumulative position of City Fraud Crimes reaching point of outcome resulted with Positive action	5	7	11	14	19	23	31	36	44	47		

SDU Commentary:

During the data collection period, the ECD Operational teams closed 61 Unifi crime records of which 3 constituted a City Fraud Crime. The remaining 58 Unifi crime records were excluded for the following reasons:

42	Investigations were "within the Jurisdiction of the CCC" locus i.e. outside the City of London.
8	Investigations linked to NLF funding stream grouping.
8	Investigations were LOR's and NFD assessments which are excluded from this measurement.

The three City Fraud Crimes where there was no offender disposal benefitted from the following positive actions:

CR/7120/13, CR/1524/14 and CR/7191/14 resulted in cash forfeiture orders following a cash seizures originating from a City Fraud Crime investigation.

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PRIORITY: National Lead Force	
MEASURE 11	The attrition rate of crimes reported to Action Fraud
OWNER	Economic Crime Directorate
AIM/RATIONALE	CoLP as the national lead force has a responsibility to improve the police service response to fraud nationally, and the service provided to victims in particular. A key way of measuring this is to ensure that as many victims as possible receive a positive outcome from having reported a crime to Action Fraud. This measure allows an assessment of the overall performance of the end to end process from reports received by Action Fraud, through NFIB data collation and crime packaging to action by police forces.
DEFINITIONS	"**Attrition rate**": - This describes the ratio of outcomes to the number of reports received by Action Fraud. "**Disseminated reports**":- A crime report received by Action Fraud that has undergone assessment, had intelligence added or deemed viable for investigation and disseminated to a police force or other partner agencies. "**Outcome**":- An outcome is determined by the Home Office counting rules and is achieved when a disseminated crime results in outcomes 1-18 (This only applies to police services and only includes those outcomes reported to the NFIB registrar).

MEASUREMENT	The ECD Strategic Delivery Unit (SDU) will report monthly on the number of Action Fraud reports received and disseminated together with the outcomes to produce the attrition rate.
	
	GUIDE: **SATISFACTORY:** Increasing % or stable % of overall performance (outcomes to crimes committed)
	          CLOSE MONITORING: Decreasing trend
	          REQUIRES ACTION: Decreasing systemic trend (consecutive quarter decreases)

DATA SOURCE	Know Fraud, SharePoint and individual Police forces via SDU, ECD
ASSESSMENT	**SATISFACTORY**

	A	B	C		Percentages			Ratios		
	Crimes	Disseminations	Outcomes		% (B/A)	%(C/B)	Overall Performance	A/B	B/C	Overall performance (A/C)
Q1 2013/14	57,736	9,674	971		17%	10%	2%	5.97	9.96	59.46
Q2 2013/14	58,255	11,483	2,375		20%	21%	4%	5.07	4.83	24.53
Q3 2013/14	54,545	10,363	2,233		19%	22%	4%	5.26	4.64	24.43
YTD	170,536	31,520	5,579		18%	18%	3%	5.41	5.65	30.57
Q1 2014/15	59,184	14,283	2,588		24%	18%	4%	4.14	5.52	22.87
Q2 2014/15	61,679	16,626	3,839		27%	23%	6%	3.71	4.33	16.07
Q3 2014/15	66,607	18,751	6,376		28%	34%	10%	3.55	2.94	10.45
YTD	187,470	49,660	12,803		26%	26%	7%	3.78	3.88	14.64

PRIORITY: National Lead Force	
MEASURE 12	The number of complaints against Action Fraud
OWNER	Economic Crime Directorate
AIM/RATIONALE	As the national fraud reporting centre Action Fraud has the responsibility to provide a first class service to fraud victims. Addressing dissatisfaction and complaints is a key priority to maintaining both reporting and confidence levels in the service. Reducing complaints of this nature will indicate the extent that Action Fraud is listening to victim needs and improving service levels.
DEFINITIONS	"**Overall number of Customer Complaints**": - This refers to the percentage of fraud reporting victims, who have submitted a complaint in relation to an aspect of the service received by Action fraud. **Types of complaints received:** • **Lack of update** – When the victim hasn't been updated on the status of their report, • **Dissatisfaction with a letter received** – No satisfied with the content/tone of status update letters • **Quality of communication with the contact centre** – Poor standards of service • **Dissatisfaction with a specific aspect of the action fraud process**- such as the criteria used to determine whether a report qualifies as a report of fraud.

MEASUREMENT	PMG will receive monthly reports of the number of fraud reporting victims that have submitted a complaint, the number of complaints resolved and the outstanding number
	
	GUIDE: **SATISFACTORY:** Reducing trend
	                CLOSE MONITORING: Increase on previous month or no stable trend
	                REQUIRES ACTION: Systemic increasing trend (3 consecutive monthly increases)

DATA SOURCE	Action Fraud Systems, via SDU, ECD
ASSESSMENT	**SATISFACTORY**

AF complaints (PSD, MPs' letters combined)										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Monthly total	7	10	15	21	20	23	28	33	24	20
Cumulative total	7	17	32	53	74	97	125	158	182	202
Resolved	156									
Outstanding	46									

PRIORITY: National Lead Force	
MEASURE 13	**Level of the National Lead Force's return on investment**
OWNER	Economic Crime Directorate
AIM/RATIONALE	It is not sufficient to be effective in terms of fighting fraud; the NLF is also required to be efficient, representing a good return on investment. This measure allows for an assessment of the cost of the resources invested against the monetary value of the fraud prevented.
DEFINITIONS	"**Return**": - The value of money saved by ECD activities "**Investment**":- The total amount of money spent on ECD activities "**Return on investment**":- The amount of money saved by ECD for every pound of money spent
MEASUREMENT	The ECD ROI figure is calculated using the same methodology employed by most organisations who want to illustrate a "potential" value of services provided to Stakeholders in monetary terms. The total amount of money saved as a result of ECD activities is divided by the total amount of money spent in order to provide the total estimated pound saved figure. The assumption is that for every pound spent ECD save stakeholders and the public (an estimated) 'x' amount of money. The elements that constitute savings include; • Projected monetary value of future fraud loss saved by disrupting technological enablers of crime • The pound value of criminal asset denial through to recovery • Projected pound value of future fraud loss saved by ECD Enforcement Cases **GUIDE:** **SATISFACTORY**: Increasing value of ROI **CLOSE MONITORING:** Decreasing trend **REQUIRES ACTION:** Systemic decreasing trend (consecutive quarterly decreases)
DATA SOURCE	UNIFI, NFIB, Asset Recovery, finance dept via SDU, ECD
ASSESSMENT	**SATISFACTORY**

Q1	Q2	Q3	Q4
£45.70	£44.42	£60.33	

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PRIORITY: Providing the national lead against Fraud	
MEASURE 14	**The value of fraud prevented through interventions**
OWNER	Economic Crime Directorate
AIM/RATIONALE	It will clearly demonstrate the outcome in financial terms the results across a broad range of operational activity aimed at tackling fraud.
DEFINITIONS	An intervention is a disruption of a financial, technological or professional enabler of fraud. Each enabler has a defined, agreed value attached to it so there is consistency to ascribing values to the disruption of a particular enabler (e.g. taking down a website, telephone line or sham business or bank account).
MEASUREMENT	PMG will receive data monthly detailing the total value of confirmed fraud enabler disruptions. The amounts reported will be the £ value calculated from agreed definitions produced by NFIB that can be attributed to the disruption of a web site or bank account multiplied by the number of confirmed interventions in the period. Comparative and trend information will be provided with previous month and longer term. **GUIDE**: The monthly average value over 2014-15 was £30,688,000 in a range from c. £20m to £43m, therefore a significant tolerance should be allowed to accommodate monthly fluctuations. A systemic reducing trend is one that reduces for 3 or more consecutive months. **SATISFACTORY:** Within 15% of the monthly average (£26m - £35m) **CLOSE MONITORING:** Reducing trend **REQUIRES ACTION:** Systemic reducing trend or greater than 15% reduction to the monthly average
DATA SOURCE	ECD Strategic Delivery Unit
ASSESSMENT	**SATISFACTORY**

	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15
Total value of confirmed Fraud enabler disruptions	£30,991,692	£35,711,128	£20,357,628	£43,080,848	£26,722,306	£26,401,424	£36,485,338	£20,796,164	£37,590,846	£28,742,756
Total value of confirmed Fraud enabler disruptions in comparable month 2013-14	£623,228	£9,419,088	£18,100,572	£17,754,116	£38,074,440	£21,291,838	£33,450,994	£11,461,984	£32,557,250	£23,972,438
Cumulative 2013-14	£21,691,195	£43,382,391	£65,073,586	£86,764,781	£108,455,977	£130,147,173	£151,838,368	£173,529,564	£195,220,760	£216,911,955
Cumulative 2014-14	£30,991,692	£66,702,820	£87,060,448	£130,141,296	£156,863,602	£183,265,026	£219,750,364	£240,546,528	£278,137,374	£306,880,130
Trend on previous month	↑	↑	↓	↑	↓	↓	↑	↓	↑	↓
Trend on cumulative total	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑

PRIORITY: Providing the national lead against Fraud	
MEASURE 15	**The percentage of victims of fraud who are satisfied with the Action Fraud reporting service**
OWNER	Economic Crime Directorate
AIM/RATIONALE	Action Fraud is a bespoke service for victims of fraud; it is essential to maintain levels of service to ensure Action Fraud is utilised fully to the benefit of victims. The Force took full responsibility for Action Fraud in April 2014 and with that comes the opportunity to set the same high satisfaction standards that are set elsewhere for victims of crime. Accessible crime recording facilities are essential to maintain the level of information required to identify and mitigate the fraud threat during initiation and growth.
DEFINITIONS	The measure relates to ease of reporting a crime and how efficiently it is allocated. As a large number of crimes are allocated to other forces for investigation, the Force cannot be held responsible for end-to-end victim satisfaction at the current time.
MEASUREMENT	Quarterly by survey. PMG will receive data detailing the number of reports to Action Fraud in the reporting period, the percentage satisfaction of victims using the online survey and the percentage satisfaction of victims using the telephone survey. The victim survey is conducted at the conclusion of the initial reporting the crime and can be completed online or over the phone. **GUIDE:** Over the course of 2014-15 the Force achieved an average satisfaction level of 92% with little monthly variation. **SATISFACTORY:** 90% – 100% **CLOSE MONITORING:** 85% - 89% **REQUIRES ACTION:** Less than 85% or reducing trend
DATA SOURCE	Action Fraud via SDU, ECD
ASSESSMENT	**SATISFACTORY**

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	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Number of reports (crime and Information) to AF in period	32,678	33,379	33,470	35,034	32,991	34,950	32,273	32,057	32,776	**36,510**
Combined On-line and automated telephone surveys % of victims satisfied with service in period	92.71% (5637/6080)	92.37% (5689/6159)	91.98% (6488/7054)	92.35% (6482/7019)	91.95% (6706/7293)	91.84% (10,487/ 11,419)	92.09% (8409/9131)	92.07% (8124/8824)	92.35% (8416/9113)	**92.06% (8,811/ 9,571)**
Cumulative combined On-line and automated telephone surveys % of victims satisfied with service in period	92.71% (5637/6080)	92.54% (11,326/ 12,239)	92.33% (17814/ 19293)	92.34% (24,296/ 26,312)	92.25% (31,002/ 33,605)	92.15% (41,489 /45,024)	92.14% (49,898 /54,155)	92.13% (58,022 /62,979)	92.16% (66,438/ 72,092)	**92.15% (75,249 /81,663)**
Trend	⟶	⟶	⟶	⟶	⟶	⟶	⟶	⟶	⟶	⟶

PRIORITY: STRATEGIC POLICING REQUIREMENT	
MEASURE 16	**The level of Force compliance with requirements under the Strategic Policing Requirement**
OWNER	Strategic Development
AIM/RATIONALE	Along with its obligations to provide an efficient and effective policing service to the City of London, the Force has regional and national obligations to respond to the most serious threats that extend beyond force boundaries, which is articulated by the Strategic Policing Requirement. It is a Force priority to support the SPR and the purpose of this measure is to provide reassurance that the Force has the required levels of capacity and capability to meet its obligations under the SPR.
DEFINITIONS	NA
MEASUREMENT	A quarterly assessment will be made by Strategic Development regarding the level of compliance with College of Policing toolkits for Counter Terrorism; Civil Emergencies; Public Order; Serious Organised Crime; and Cyber Crime and progress against any outstanding HMIC recommendations **SATISFACTORY:** All toolkits fully up to date and all recommendations on track to be delivered within due date **CLOSE MONITORING:** Toolkits completed but review overdue **REQUIRES ACTION:** : Toolkits not complete and/or recommendations not implemented by due date
DATA SOURCE	Strategic Development
ASSESSMENT	**SATISFACTORY**

Toolkits		
Counter Terrorism	Current (review due June 2015)	SATISFACTORY
Serious Organised Crime	Current (review due November 2015)	SATISFACTORY
Large Scale Cyber Incident	Current (review due January 2016)	SATISFACTORY
Civil Emergencies	Current (review due September 2015)	SATISFACTORY
Public Order	Current (review due September 2015)	SATISFACTORY
Child Sexual Abuse	No toolkit yet produced	NA

HMIC Reports	
SPR (National)	6 recommendations, all implemented, 0 outstanding
SPR (City of London)	No separate recommendations made
Public Order	No separate recommendations made
Cyber Crime	No separate recommendations made

SATISFACTION	
MEASURE 17	**Levels of satisfaction of victims of crime with the service provided by the city of London police.**
OWNER	Commander (Ops)
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information to manage the quality of its service provision to the victims of crime. Although victim satisfaction surveys are a statutory requirement, they provide an essential indicator of the level of professionalism the Force portrays and provides.
DEFINITIONS	"Victim of crime" are victims of violent crime (except sexual offences), vehicle crime, acquisitive crime and criminal damage
MEASUREMENT	PMG will receive quarterly reports of the results of survey results with comparative and trend information. Quarterly results will be broken down to report satisfaction with regard to ease of contact; actions taken; follow up; treatment; and whole experience. Whilst PMG can direct action in relation to any of those categories, the principal measure will be the results for whole experience. **GUIDE**: Over 2014-15 the average for whole experience was 83.4%. This is lower than previous years, which averaged closer to 85%. It is valid to use a numerical guide here as what is being measured is peoples' perception, i.e. no perverse incentives or action can be used to influence performance against this measure **SATISFACTORY:** 85% - 100% **CLOSE MONITORING:** 80% - 84% **REQUIRES ACTION:** Less than 80% or reducing trend
DATA SOURCE	PIU (I&I)
ASSESSMENT	**CLOSE MONITORING**

Q3: 86.2% (169 out of 196) of respondents satisfied with Whole Experience.
FYTD (Q1+Q2+Q3)
Ease of contact: 95.2% (437/459)
Actions taken: 76.5% (423/553)
Follow up: 82.1% (454/553)
Treatment: 93.4% (521/558)
Whole Experience: 83.4% (463/555)

SATISFACTON	
MEASURE 18	**The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job**
OWNER	Commander (Ops)
AIM/RATIONALE	This measure assesses the public's perception of the Force, based on people who probably have not been a victim of crime but are part of the City of London community, be it in the capacity of resident, worker, or business. It will use a different survey from the Street Survey.
DEFINITIONS	NA
MEASUREMENT	The measure will be assessed by twice yearly 'customer' surveys conducted for the customer workstream of City Futures which assesses a range of service outcomes, from feeling of safety during the day and after dark to how well the public feel the Force is performing. **GUIDE: SATISFACTORY:** 85% - 100% **CLOSE MONITORING:** 80% - 84% **REQUIRES ACTION:** Less than 80% or reducing trend **Note: data for this survey was provided by the street survey, which has been discontinued. At the end of the third quarter, the year to date performance was 87.6%.**
DATA SOURCE	Customer Satisfaction Survey
ASSESSMENT	Not yet applicable

Q3: **89.5%** (153/171) of respondents thought the police were doing a good or excellent job, an improvement on the previous two quarters.

FYTD: **87.6%** (444/507) of respondents thought the police were doing a good or excellent job. This target is unlikely to be achieved. A good/excellent rating of around 97.6% in Q4 would be required to reach the 90%.