

Committee(s): Police: Performance and Resource Management Sub-Committee	Date: 8 th December 2015.
Subject: 2nd Quarter Performance against measures for 2015-16 set out in the Policing Plan 2015-18	Public
Report of: Commissioner of Police Pol 62-15	For Information

Summary

1. This report summarises performance against the measures in the Policing Plan 2015-18 for the period 1st April to 30th September 2015.

Measure	TREND Qtr1	TREND Qtr 2
1. The level of specific counter terrorism deployments tasked that are completed	Stable	Stable
2. The level of community confidence that the City of London is protected from terrorism	Deteriorating	Improving
3. The level of evidence-based education and enforcement activities, supporting the City of London Corporation's casualty reduction target	Stable	Stable
4. The number of disposals from manned enforcement activities	Deteriorating	Improving
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	Stable	Stable
6. The level of victim-based violent crime	Deteriorating	Deteriorating
7. The level of victim-based acquisitive crime	Stable	Improving
8. The level of antisocial behaviour incidents	Improving	Improving
9. The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided	Deteriorating	Improving
10.To ensure City Fraud Crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption	Stable	Stable
11.The attrition rate of crimes reported to Action Fraud	Improving	Improving
12.The number of complaints against Action Fraud	Stable	Deteriorating
13.Level of the National Lead Force's return on investment	Improving	Improving
14.The value of fraud prevented through interventions	Improving	Improving
15.The percentage of victims of fraud who are satisfied with the Action Fraud reporting service	Stable	Not available
16.The level of Force compliance with requirements under the Strategic Policing Requirement	Stable	Stable

17.The level of satisfaction of victims of crime with the service provided by the city of London police	Deteriorating	Improving
18.The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job	Not yet due	Results in Qtr 3
<p>Recommendation</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 measures published in your Committee's Policing Plan 2015-18 at the end of the second quarter of the 2015-18 financial year (1st April 2015 – 30th September 2015). All relevant performance information is contained within Appendix 'A'.
2. Members agreed that from April 2015 the Force would no longer set or use targets as a means of assessing performance. This means that the traditional method of reporting performance against whether a particular target has been achieved can no longer be used. Members will, therefore, be given more contextual information to provide assurance that the Force is driving performance in those areas that matter most.
3. For Performance Management Group, measures are graded around whether performance is 'acceptable', 'requires close monitoring' or 'requires action'. For reports to your Sub Committee, it is proposed to provide trend information together with a summary of those areas that the Force considers is of greatest concern (Deteriorating) appearing in the body of the report.
4. As previous performance reports, a broad overview of wider Force performance is also included for Members' information.
5. This report reflects feedback received from Members at the last meeting of your Sub Committee. Members requested that the summary assessment be changed to 'Deteriorating, Stable and Improving' and showing the trend across the quarters (See Summary). Data from 2013/14 and 2014/15 has also been included in the Appendix for comparison purposes where that information is available, if it isn't available, this has been articulated.

Current Position

Overview of Force Performance

6. A comparison with the same period in 2014-15 shows that between 1st April and 30th September 2015:
 - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at 2211 offences, compared to 2215 offences at the same point last year, a decrease of 4 offences or -0.2%.
 - Crimes against statute, which includes drugs offences, possession of weapons, public order offences and 'miscellaneous crimes against society'¹, show an increase compared to last year, 431 offences against 390 (41 more offences representing a 10.5% increase).
 - At the end of September 2015, total notifiable crime was up by 1.4% or 37 more offences (2642 crimes compared to 2605 last year).
7. In addition to those items reported in the previous report to your Sub Committee, notable Force achievements and activities during the period 1st July and 30th September 2015 include:
 - Project Servator continues to yield good results, including:
 - a. The imprisonment (for 3 years) of an Albanian national who was smuggled illegally into the UK and supplying Class A and B drugs;
 - b. The imprisonment of another Albanian national (for 2 years) for supplying cocaine;
 - c. Three major drug busts over a four day period through targeted stopping of vehicles;
 - Members of an organised crime gang received prison sentences ranging between 4 and 6 years after being found guilty of fraudulently selling share investments;
 - The successful conclusion of an investigation that began in October 2013, which resulted in four Romanian nationals receiving prison sentences for a large-scale ATM and counterfeit card fraud that involved the recovery of over 36,000 compromised bank card numbers (the largest number ever seized by the Dedicated Card and Payment Crime Unit);
 - The work of Insurance Fraud Enforcement Unit attracted national media attention, especially the prosecution of a fraudster who had duped over 150 drivers out of more than £60,000;
 - A Memorandum of Understanding was signed between Police Service Northern Ireland (PSNI) and the City of London Police in Belfast City Hall confirming that all reports of fraud in Northern Ireland will now be made to Action Fraud;

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

- The City of London Police, the office of the Manhattan District Attorney and the Centre for Internet Security announced the formation of the Global Cyber Alliance (GCA), an international, cross-sector effort designed to confront, address, and prevent malicious cyber activity.

Performance against measures

8. **Measure 2 - The level of community confidence that the City of London is protected from terrorism.** The second quarter results for this measure show an improvement on the first quarter (from 69% to 72.2%), however, the level remains low when compared to levels over the past two years. The sample size for each quarter is now much larger than previous surveys (c.600 compared to an average of 150 in previous years) and respondents are once again being provided with an opportunity to explain why they might have low confidence that the Force can protect the City of London from terrorism.
9. Those respondents who registered low confidence and who left contact details were subsequently contacted by the Force to gain a better understanding of why they lacked confidence that the City is protected from terrorism. The results were very similar to the first quarter with many citing factors that are outside of the Force's control (government budgetary allocation to policing/terrorism, foreign policy, random nature of terrorist attacks etc.). Although the recent "marauding" terrorist attacks that occurred in Paris during November 2015 were after the second quarter survey, the intensive level of media coverage could influence people's perception for the third quarter survey.
10. The Force will continue to address this issue and improve community messaging around counter terrorism activities.
11. **Measure 6 - Levels of victim based violent crime.** As the first quarter, levels of victim based violent crime continue to increase and remain a principal area of focus for the Force.
12. Members will see from Appendix A that at the end of the second quarter the Force recorded a 36.9% increase in the level of victim based violent crime compared to 2014/15 as a result of recording 118 more offences. It is a slightly lower level than the 43.2% recorded at the end of the first quarter. This mirrors the situation in Westminster (one of the boroughs the Force compares itself to), London as a whole and indeed nationally. Over the course of the quarter, 64% of the offences were committed during 'nighttime economy' hours.
13. London and National trends for violence with injury continue to rise; during August 2015 it reached a new high since the Police and Crime plan set its baseline target in 2012. Of the 32 London boroughs, Westminster has the 3rd highest levels for violence with injury offences. Based on the 2014 trend it is anticipated to rise further from October 2015– January 2016.
14. For the financial year to date, 27 more sexual offences have been recorded compared to the same period last year. Comparing the situation to London as

a whole, a review of the Metropolitan Police figures shows that rape and other sexual offences are showing increases for monthly, financial year to date and rolling 12 month periods. Based on the figures for 2014 it is anticipated rape offences will remain constant, whilst other sexual offences will continue to rise for the rest of the year.

15. The Force continues to deploy problem solving techniques and targeted operations based on intelligence. Although the City of London is clearly not alone in recording an increase in violent crime, the Force is not in complacent and this will remain a priority area at Performance Management Group.
16. **Measure 12 – The number of complaints against Action Fraud.** At the end of the second quarter the Force has recorded a steadily increasing number of complaints against Action Fraud. The rise in the number of complaints recorded during September has been largely attributed to a lack of information although respondents have interpreted this as a lack of investigation. This is principally due to the fact that fulfilment letters were not being issued following BSS going into administration, The process has now been renegotiated which should produce improved results during the remaining two quarters.
17. It should be noted that 29,101 crime and information reports were made to Action Fraud in September and only 38 complaints were made. This means that 0.13% of reports resulted in a complaint or 1 complaint was made for every 765 reports.
18. **Measure 15 - The percentage of victims of fraud who are satisfied with the Action Fraud reporting service.** Unfortunately data for this measure has also been affected by BBS going into administration. The replacement interim company, Concentrix, are not currently able to obtain this data. The new system is not due to come on line until April 2016, it might therefore be necessary to suspend this measure for the remainder of 2015/16, however, that decision has not yet formally been made pending the outcome of exploring all available options.

Conclusion

19. The Force has ended the second quarter with strong performance across the broad range of measures, with only 4 areas of concern at this point in the year. This provides the Force with an opportunity to impact positively on those areas and take any necessary remedial action. Although the Force is no longer setting targets or using targets to assess its performance, Members can be assured that performance continues to be closely monitored and managed through Performance Management Group, with additional scrutiny from your Sub Committee.

▪ Appendix 'A' Performance Summary

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APPENDIX A – PERFORMANCE SUMMARY FOR 1st APRIL – 30th SEPTEMBER 2015

Measure 1	The level of specific counter terrorism deployments tasked that are completed			
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	<p>This measure will be reported against using the percentage of counter terrorism options tasked that are completed (as assessed by Security Group)</p> <p>The reported measure will be complemented by information detailing:</p> <ul style="list-style-type: none"> • Visibility – providing details of levels of patrolling or specific events with the community; • Information – providing details of education or advice provided; 			
DATA SOURCES	UPD/I&I/Crime Directorate			
ASSESSMENT	Qtr 1 STABLE	Qtr 2 STABLE		
<p>Main measure</p> <p>Taskings set at the Security Group meeting over the second quarter were:</p> <ul style="list-style-type: none"> • <u>Project Servator</u> - 1884 hours, resulting in 53 arrests/22 FPN's/10 PND's/171 Stop Searches/37 Vehicle seizures. • <u>Assisted by Response Groups and Specialist Support</u> - 296 hours/15 arrests/5 FPN/ 19 Stop Searches/2 vehicle seizures. • <u>E1 Patrols</u> - 3419 hours /37 arrests/121 FPN/ 6PND/ 132 Stops searches/ 4 vehicle seizures. • <u>Armed foot patrols of Iconic Sites</u> – 1254 hours/1 arrest / 1PND • <u>Vehicle Checkpoint</u> – 34.5 hrs / 1PND <p>Note: this aspect of the measure is new and therefore it is not possible to supply historic comparative data. 2013/14, 2014/15 data has been included for the supplementary information overleaf.</p>				

Supplementary information:

The table below shows the number of attendees for CT education and advice initiatives.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number Griffin Attendees	73	72	39	34	No event	31						
Percentage consider Force capable	100%	98%	98%	98%	-	95%						
2014/15 levels	99%	100%	96%	100%	98%	99%	99%	100%	98%	-	98%	98%
2013/14 levels	100%	99%	98%	95%	99%	100%	98%	96%	100%	99%	92%	98%
Number Argus Attendees	186	182	130	64	17	109						
Percentage consider Force capable	100%	100%	100%	100%	100%	100%						
2014/15 levels	100%	100%	100%	100%	n/a	100%	99%	100%	100%	97%	100%	100%
2013/14 levels	100%	97%	100%	96%	97%	98%	98%	97%	100%	100%	100%	100%

Measure 2	The level of community confidence that the City of London is protected from terrorism				
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.				
MEASUREMENT	<p>Data for this measure will be provided from the iModus surveys, conducted quarterly. The question asked is “How confident are you that the City of London is protected from terrorism?” Respondents will be asked they expect from the Force to improve, which can be used to inform operational and communications plans.</p> <p>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.</p>				
ASSESSMENT	Qtr 1 DETERIORATING	Qtr 2 IMPROVING			

How confident are you that the City of London is protected from terrorism?	Qtr 1	Qtr 2	Qtr 3	Qtr 4
2015/16	69%	72.2%		
2014/15	90%	85.7%	87.1%	80.6%
2013/14	90.7%	84.5%	89.1%	88.5%

507 people responded to the survey. 95.7% were businesses 4.3% were residents. Of these 83.4% were located in the City of London, 13.6% elsewhere in London and 3% outside London

How confident are you that the City of London is protected from terrorism?			Do you feel reassured by the work being done by the City of London Police to protect the City of London from Terrorism?		
Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Very Confident	19.0%	92	Yes	93.5%	435
Confident	53.2%	258	No	6.5%	30
Neither confident or unconfident	22.9%	111	If you have answered 'No' please highlight the areas that are of concern for you.		32
Unconfident	4.3%	21			
Totally unconfident	0.6%	3			
answered question		485	answered question		465
skipped question		22	skipped question		42

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	<p>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.</p> <p>PMG 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</p>			
ASSESSMENT	Qtr 1 STABLE	Qtr 2 STABLE		
<p>For the months of July, August and September 2015 – all tasked operations were completed. Over the course of the 2nd quarter:</p> <p><u>Op Atrium</u> A total of 312 FPN's were issued during this operation. Of that number 191 cyclists, who had received a ticket, attended the Exchanging Places Road Shows at Shoe Lane and St Paul's Cathedral. These road shows were held jointly with the Corporation of London and construction company Skanska. At the Road Show cyclists are given the opportunity to sit in the LGV and look at the driver's view.</p> <p><u>Capital Cycle Safe</u> This scheme is an. 45 Capital Cycle Safe tickets were issued.</p> <p><u>Op Regina</u> Uniform Policing have stopped a total of 1061 PHVs and 577 Hackney Carriages to check license details. Support Group has been maintaining high profile presence in night time venues.</p>				

Op Falstaff – co-ordinated operation with MPS.

Operation Falstaff is a 15 month-long operation focussing on areas of high casualty rates / problem junctions etc. The intention is to test a range of policing tactics and measure key indicators including collisions, congestion and crime. This operation is intended to create a ‘halo’ effect over an area greater than the police activity, and to have a lasting effect after activity has finished.

ET and LT weekday rush hours are still our peak times. Officers are deployed 0730hrs – 1030hrs and 1130hrs – 1330hrs to detect and deal with offences and engage with the public in an appropriate and fair manner.

Over the period 1st July – 30th September this operation has issued 45 Capital City Safe tickets (an alternative to a fixed penalty notice for pedal cyclists) and issued 195 Bike Safe leaflets.

A motorcycle week of action was held 1 – 6th September during which 262 motorcycles were stopped (all were issued with safety leaflets) and resulted in 2 TORs and 3 verbal warnings.

Speed Awareness campaigns resulted in 102 processes for speeding.

TISPOL Seatbelt campaign resulted in 24 non-endorsable tickets being issued.

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	5	9	3	2	6	9	4	3	3	6	57
2014/15	5	9	5	6	3	4	4	4	8	3	5	1	32
2015/16	2	6	4	4	4	2							22

The data is based on the Live CRS system as of 03/10/15

Measure 4	The number of disposals from manned enforcement activities			
AIM/RATIONALE	The nationally recognised offences that lead to the vast majority of road traffic collisions (where offending is involved) are seatbelt use, speeding, drink/drug driving and use of a mobile phone whilst driving. Focussing on the primary two (using a mobile phone whilst driving and speeding) will result in a long term change of behaviour of drivers in the City of London. Targeted, evidence-based operations to detect speeding and mobile phone offenders should result in lower impact collision speeds which should reduce injuries, especially serious injuries; fewer distracted drivers should reduce the likelihood of collisions occurring. Within the City, HGVs are also involved in a high proportion of accidents involving vulnerable road users. A dedicated HGV taskforce will deliver bespoke operations targeting HGVs. This measure supports enforcement of the 20mph zone and directly contributes to the Force's support of the City of London's casualty reduction target.			
DEFINITIONS	A disposal is (on a sliding scale of seriousness) either a traffic offence report (TOR), fixed penalty notice (FPN) or summons. A consistent monthly trend is one that is within 15% of the rolling monthly average			
MEASUREMENT	This measure will be assessed against the number and type of disposals that result from manned enforcement activities. PMG will receive monthly levels of TORs, FPN and summonses that relate to using mobile phones whilst driving and speeding. This will be complemented by a narrative that will detail the results of operations targeting HGVs, including tachograph and driving hours infringements. GUIDE: IMPROVING: An increasing monthly trend of overall disposals STABLE: A consistent trend within the usual monthly range DETERIORATING: Reducing monthly trend of overall disposals			
ASSESSMENT	Qtr 1 DETERIORATING	Qtr 2 IMPROVING		
<p>Op Ignition is a long term operation targeting non compliant Commercial Vehicles.</p> <p>During July, 103 vehicles were stopped – 72% of which had committed offences.</p> <p>During August, 63 vehicles were stopped – 70% of which had committed offences.</p> <p>During September, 124 vehicles were stopped - 85% of which had committed offences.</p> <p>Performance for the second quarter shows an improving trend of overall stops.</p> <p>This was a new measure for 2015-16 and therefore there is no specific data for the work of the newly formed Commercial Vehicle Unit prior to January 2015.</p>				

20 MPH	Jan 2015	Feb 2015	Mar 2015	April 2015	May 2015	June 2015	July 2015	Aug 2015	Sep 2015
TORs	32	68	70	56	83	32	27	43	59
FPNs	7	22	31	14	26	3	7	12	10
Summons	6	6	14	3	4	2	5	1	0
Total	45	96	115	73	113	37	39	56	69

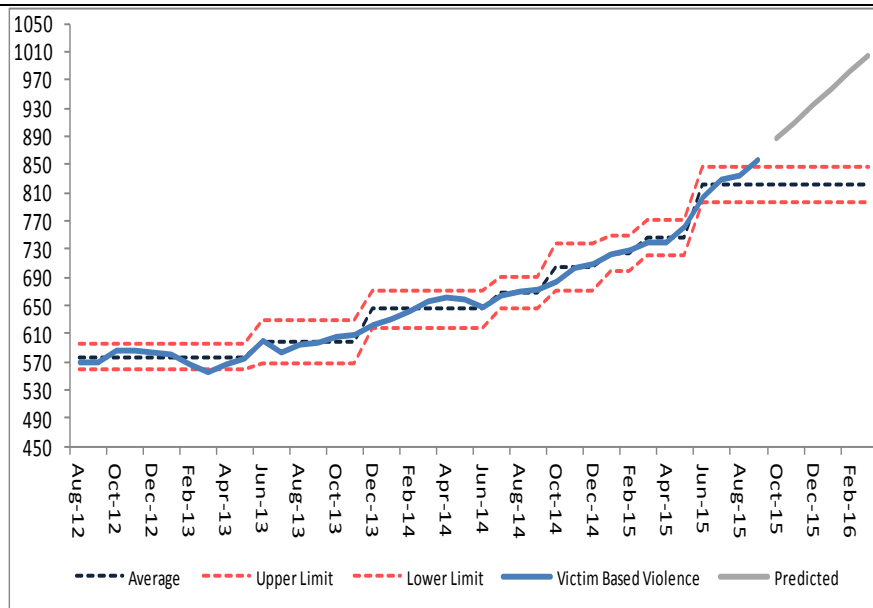
Mobile Phones	Jan 2015	Feb 2015	Mar 2015	April 2015	May 2015	June 2015	July 2015	Aug 2015	Sep 2015
TORs	6	3	10	6	5	8	23	14	16
FPNs	18	15	14	13	10	12	15	21	14
Summons	1	0	7	4	0	2	0	0	0
Total	25	18	31	23	15	22	38	35	30

Overall total	70	114	146	96	128	59	77	91	99
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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.																			
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																			
ASSESSMENT	Qtr 1 STABLE	Qtr 2 STABLE																		
<table><tr><th>Event</th><th>Date</th><th>Satisfaction rate</th><th colspan="2">TREND</th></tr><tr><td>The People’s Assembly Protest</td><td>June 2015</td><td>93.86%</td><td colspan="2" rowspan="3">STABLE</td></tr><tr><td>200th Anniversary of Waterloo</td><td>June 2015</td><td>N/A</td></tr><tr><td>Lord Mayor’s Show</td><td>November 2015</td><td>%</td></tr></table>					Event	Date	Satisfaction rate	TREND		The People’s Assembly Protest	June 2015	93.86%	STABLE		200 th Anniversary of Waterloo	June 2015	N/A	Lord Mayor’s Show	November 2015	%
Event	Date	Satisfaction rate	TREND																	
The People’s Assembly Protest	June 2015	93.86%	STABLE																	
200 th Anniversary of Waterloo	June 2015	N/A																		
Lord Mayor’s Show	November 2015	%																		
Event	People’s Assembly				Totals															
Number of responses	115																			
Total Very satisfied	57.02%																			
Total Satisfied	36.84%																			
Satisfaction rate	93.86%	%	%	%	%															
Total number of responses	115	2013/14 average		90.0%																
Total number satisfied	93.86%	2014/15 average		90.2%																

Overall Satisfaction rate	93.86%	2015/16 YTD average	93.9%
<p><u>18/06/15 the Battle of Waterloo 200 year anniversary.</u></p> <p>Community Policing with other teams worked together event was without incident and low community impact. Businesses in the area were engaged with beforehand to ensure awareness and appropriate response. It was a non designated event therefore a survey was not conducted.</p> <p><u>20/06/15 Peoples Assembly End /OP KINDFOR</u></p> <p>Communities Policing led on the community engagement. All Business, residents and events were liaised with, kept informed and reassured. The planned route and perimeter, along with possible break away routes were face to face engaged with. The communication was achieved via numerous platforms (City of London Crime Prevention Association and Sister Banks, CSSC, Griffin Conferencing, iModus, Barbican Talk, our websites as well as social media via corporate comms). This was in addition to calls and visits furthering contact to vulnerable premises and events according to need. Considerable effort to ensure the community were aware of the mass public demonstration and to minimise disruption to the community. Three wedding receptions in the City, the St John's Order at St Pauls, all went ahead on the 20/06/15 and were given complete engagement prior and during. Premises identified as vulnerable were appropriately engaged and two City of London stakeholder meetings were held in addition to the one Met meeting.</p> <p>An online survey is being conducted and currently the results from the online survey are 93.86 % satisfaction (57.02 % very satisfied and 36.84 satisfied). 4.39 % were neither satisfied nor satisfied, and 1.75% was dissatisfied (although interestingly 33.93% did not use the web-links provided on the information sheets sent via IMODUS & COLCPA and hand delivered.) Officers from Community Policing also policed on the day around St Paul's and Millennium Bridge and provided wedding event liaison.</p>			

Measure 6	Levels of victim-based violent crime.											
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	<p>“Victim-based violent crime” comprises homicide, violence with injury, violence without injury and sexual offences.</p> <p>“Systemic increase” is one that is 6 consecutive increases above the mean or 4 consecutive increases above a tolerance level</p>											
MEASUREMENT	<p>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 39 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.</p> <p>GUIDE: IMPROVING: Reducing trend of victim-based violent crime or within STABLE: Level of crime within statistical tolerance levels (as indicated monthly on performance charts) DETERIORATING: Unstable trends or systemic increase in levels of violent crime</p>											
ASSESSMENT	Qtr 1 DETERIORATING			Qtr 2 DETERIORATING								
Victim Based Violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15 (month)	57	46	52	54	59	52	75	78	77	62	68	70
2015-16 (month)	60	67	95	77	66	73						
Change (month)	3	21	43	23	7	21						
	5.3%	45.7%	82.7%	42.6%	11.9%	40.4%						
2014-15 (YTD)	57	103	155	209	268	320	395	473	550	612	680	750
2015-16 (YTD)	60	127	222	299	365	438						
Change (YTD)	3	24	67	90	97	118						
	5.3%	23.3%	43.2%	43.1%	36.2%	36.9%						
Prediction 15/16 FY End	841	848	911	975	990	1005						



Based on reportable data during Sep 2015 there were 73 victim based violent crimes, (21 more than the same month last year). FYTD stands at 438 crimes compared to 320 last year (+36.9). The FY end prediction is showing a monthly increase and it now stand at 1005 crimes. Based on HO data as of Aug 15, nationally violent crime is showing a 28.86% increase, with Westminster showing an increase of 13.27%.

 CoLP	 Borough	 London	 National
Upward Trend	Upward trend (April 15-Aug 15)	Upward Trend (April 15-Aug 15)	Upward trend (April 15-Aug 15)

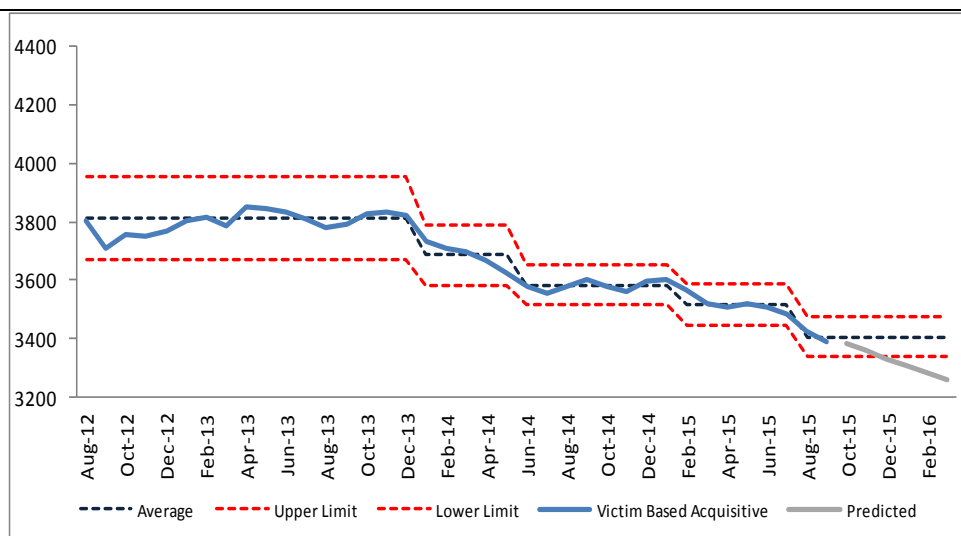
Violence with Injury – September 2015 shows violence with injury allegations are 3 higher than in September 2014. The total of 30 is marginally higher than the total of 29 for August 2015. London and National trends for violence with injury are continuing to rise. Figures released by the mayor's office show that violence with injury is continuing to rise in London. In August 2015 it reached a new high since the Police and Crime plan set its baseline target in 2012. Of the 32 London boroughs, Westminster has the 3rd highest levels for violence with injury offences. Based on the 2014 trend it is anticipated to rise further from October 2015– January 2016.

Violence without Injury – September 2015 shows an increase of 9 offences compared to September 2014. The total of 33 is 5 more than in August 2015 but less than the proceeding two months before that. Included in the total were 4 allegations of Malicious Communications, 4 allegations of harassment and 1 threats to kill. There were also 3 assaults on police.

Rape and Sexual Offences – September 2015 shows an increase of 9 offences compared to September 2014. There were 3 rape allegations in September, 1 of which was "no-crime" as a duplicate report. These offences occurred in a residential premises and hotel respectively. There were 7 other sexual crimes in September 2015. Two of these offences occurred in one incident. Two more offences may be linked to one suspect. For the financial year to date sexual offences are 27 crimes above the same period last year. A review of the Metropolitan Police figures shows that Rape and other sexual offences are showing increases for monthly, FYTD and rolling 12 month periods. Based on the figures for 2014 it is anticipated rape offences will remain constant, whilst other sexual offences will continue to rise for the rest of the year.

Of Note: The Rugby World Cup started in early September and the night tube is due to start sometime in the Autumn. Both of these have the potential to increase attendance and alcohol consumption in the NTE. This could have a negative effect on Violent Crime figures. Soon we will be approaching the lead up to Christmas which will also lead to higher alcohol consumption and the likelihood of increased violent incidents.

Measure 7	Levels of victim-based acquisitive crime.											
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	<p>"Victim-based acquisitive crime" comprises robbery, vehicle crime and theft</p> <p>"Systemic increase" is one that is 6 consecutive increases above the mean or 4 consecutive increases above a tolerance level</p>											
MEASUREMENT	<p>Assessment is based on current levels of victim-based acquisitive crime, trend information and analysis.</p> <p>GUIDE: IMPROVING: Reducing trend of victim-based acquisitive crime or within</p> <p>STABLE: Level of crime within statistical tolerance levels (as indicated monthly on performance charts)</p> <p>DETERIORATING: Unstable trends or systemic increase in levels of acquisitive crime</p>											
ASSESSMENT	QTR 1 STABLE			QTR 2 STABLE/IMPROVING								
Victim Based Acquisitive	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15 (month)	314	275	272	319	312	302	325	287	297	262	271	299
2015-16 (month)	300	285	263	296	250	267						
Change (month)	-14	10	-9	-23	-62	-35						
	-4.5%	3.6%	-3.3%	-7.2%	-19.9%	-11.6%						
2014-15 (YTD)	314	589	861	1180	1492	1794	2119	2406	2703	2965	3236	3535
2015-16 (YTD)	300	585	848	1144	1394	1661						
Change (YTD)	-14	-4	-13	-36	-98	-133						
	-4.5%	-0.7%	-1.5%	-3.1%	-6.6%	-7.4%						
Prediction 15/16 FY End	3386	3341	3403	3433	3376	3256						



FYTD the Force is showing a -7.4% (-133) decrease in victim based acquisitive crime compared to last year.

Acquisitive Crime continues to show a decreasing trend (graph 1). Predictions based on the current 12 rolling month trend suggest the force will end the year with 3256 offences.

Theft from the Person - upward trend. Higher than recorded figure in August 2015 and same month last year. September 2015 has identified an emerging MO of victims being spoken to/distracted in the Street before being pickpocketed. Although this is not a new MO, it has been reported more in September 2015. Distraction thefts in cafes and licensed premises have increased to 12 in September compared to previous months where approximately maximum 3 to 5 offences were recorded. There have also been approximately 12 'snatch' type offences reported in September.

Other Thefts - slightly upward trend since August 2015 (+16 offences). There have been 43 thefts recorded as occurring in licensed premises in September, which is an increase from 25 recorded in August 2015. Based on 2014 trends, it is anticipated that thefts in licensed premises will amount to approximately 40 offences per month until December 2015.

Robbery - potentially upward trend. Recorded at 6 offences compared to 3 in August. Offences in September consist of 1 snatch and others where victim has been pushed, punched, and/or threatened on the Street.

Shoplifting - downward trend. Figures are lower this month than previous months, 48 compared to 68, respectively. An increase was anticipated for September as per previous months' trend. Since April 2015, Shoplifting figures have been higher than the same months in 2014, with the exception of September where the recorded figure of 48 is lower than September 2014.

Theft of Motor Cycle - downward trend. Operation Midford arrests on Friday 02/10/2015. Four key nominals arrested. One was remanded in custody and now on bail.

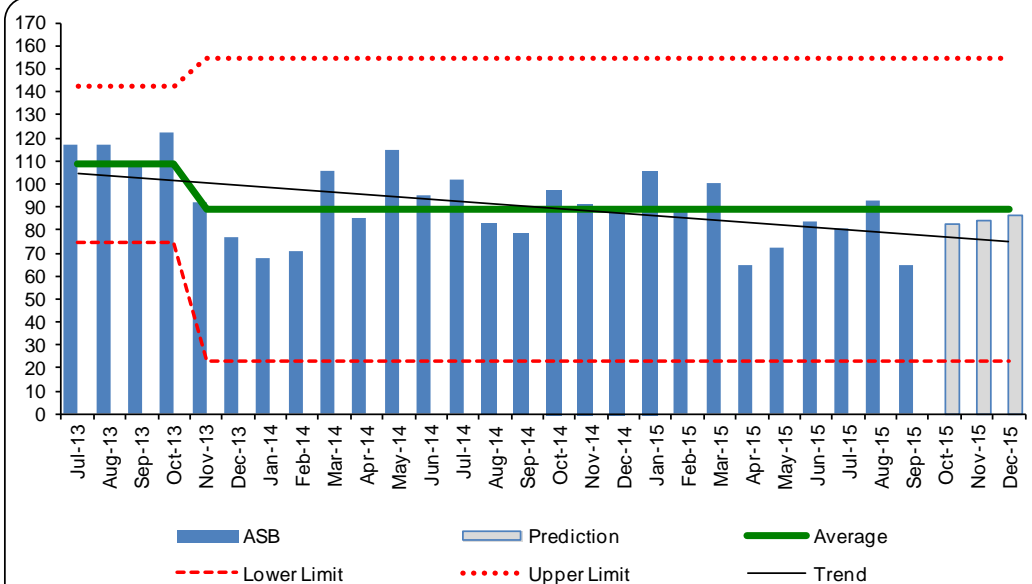
Theft from Motor Cycle - downward trend. During September 2015 a total of three offences were recorded, which is the same as August 2015 (3) and a decrease of 11 compared to September 2014 (14). Year to date figures show offences at -28 below the same period in 2014

Thefts from Pedal Cycles - both downward trends compared to same period in 2014. Figures are similar to or consistent with previous monthly trends in 2015 and/or same period in 2014.

Measure 8	Levels of antisocial behaviour incidents in the City of London.											
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: IMPROVING: Reducing trend in levels of antisocial behaviour incidents (as indicated monthly on performance charts) STABLE: Level of ASB within statistical tolerance levels (as indicated monthly on performance charts) DETERIORATING: Systemic increase in levels of antisocial behaviour incidents											
ASSESSMENT	QTR 1 IMPROVING			QTR 2 IMPROVING								

	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2013-2014	Satisfaction levels were reported for 2013/14 but not numbers of incidents											
2014-2015	85	115	95	102	83	78	97	91	88	106	89	100
2015-2016	65	72	84	81	93	65						

April 2014 – September 2014: **558**
April 2015 – September 2015: **460**



ASB Overview

There were 62 ASB CADs opened in September 2015, which is an decrease of 20 CADs from the previous month August 2015, which showed 82 incidents. The total of 62 CADs is a decrease of 20 from last month and in line with the current trend of between 50-60 CADs average per month. The same reporting period in 2014 showed 64 ASB CADs recorded.

ASB CAD Type

Figure 1: ASB Group

Nuisance	54
Environmental	3
Personal	5

MEASURE 9	The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided			
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	<p>"Investigation": - This is all Unifi crime records classified as "Fraud Investigations – Substantive offences recorded in Action Fraud" allocated to ECD Operational Teams</p> <p>"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.</p>			
MEASUREMENT	<p>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.</p> <p>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.</p> <p>IMPROVING: Increasing levels of satisfaction compared to previous quarter</p> <p>STABLE: Within a 70-80% range</p> <p>DETERIORATING: Reducing satisfaction levels or less than the 2014-15 average of 65%</p>			
ASSESSMENT	QTR 1: DETERIORATING	QTR 2: STABLE/ IMPROVING		
Measure is reported quarterly				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of invitations sent to victims to participate	103	N/K		
Number of victims completing survey	47	25		
Overall satisfaction with initial contact. (Valid responses)	72% (33/46)	76% (19/25)		
Overall satisfaction with service from ECD officers. (Valid responses)	70% (33/47)	*		
Overall satisfaction taking the whole experience into account. (Valid responses)	70% (33/47)	84% (21/25)		
Level of satisfaction in outcome of investigation. (Valid responses)	63% (17/27)	75% (15/20)		
Cumulative overall satisfaction taking the whole experience into account.	70% (33/47)	74% (54/73)		
2014/15 AVERAGE: 65% (introduced in 2014/15 therefore no 2013/15 levels available)				
SDU Commentary:				
All areas of the victim journey have registered higher levels of satisfaction in Quarter 2 compared to Quarter 1. The Quarter 2 figures have been obtained from the brief top line report provided by ORS. An in depth analysis of the victim survey responses will be completed on the arrival of the full the ORS Victim of Crime Satisfaction Q2 Report.				

*It should be noted that the question relating to *Overall satisfaction with service from ECD officers* has been removed from the survey on the advice of the Opinion Research Company and will therefore not be reported upon in this report or in future reports.

MEASURE 10	To ensure City Fraud Crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption			
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	<p>"City Fraud Crime" includes all ECD Fraud investigations into fraud or fraud related offences occurring within the City of London.</p> <p>"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.</p> <p>"Positive action" is defined as follows:</p> <ul style="list-style-type: none"> (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	<p>Measurement will be based upon the number of City Fraud Crimes reaching the Point of outcome benefitting from positive action.</p> <p>PMG 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</p>			
ASSESSMENT	QTR 1 STABLE	QTR 2 STABLE		
Information on this measure is provided on the following page:				

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.	3	2	2	2	2	2						
Cumulative position of City Fraud Crimes reaching Point of outcome.	3	5	7	9	11	13						
Number of City Fraud Crimes reaching Point of outcome in month with offender disposal.	3	1	2	2	1	1						
Number of City Fraud Crimes reaching point of outcome in month where Fraud enabler disrupted.	0	1	0	0	1	1						
Number of City Fraud Crimes reaching point of outcome in month contributing to an ECD Fraud awareness/prevention product.	0	0	0	0	0	0						
Cumulative position of City Fraud Crimes reaching point of outcome resulted with Positive action	3	5	7	9	11	13						

During the data collection period, ECD Operational teams closed 30 Unifi crime records of which 2 constituted City Fraud Crimes (CR/3902/13 and CR/7013/14). Both of these crimes resulted in positive action, CR/3902/13 resulted in a charge and CR/7013/14 resulted in a fraud enabler being disrupted. The remaining 28 UNIFI crime records were excluded from this measure for the following reasons:

18	Investigations were “within the Jurisdiction of the CCC” locus i.e. outside the City of London.
1	Investigation was linked to NLF funding stream grouping.
6	Investigations were Letters of Request which are excluded from this measurement.
3	Crimes were subsequently no crimed.

MEASURE 11	The attrition rate of crimes reported to Action Fraud			
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	<p>“Attrition rate”: - This describes the ratio of outcomes to the number of reports received by Action Fraud.</p> <p>“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.</p> <p>“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).</p>			
MEASUREMENT	<p>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.</p> <p>GUIDE: IMPROVING: Increasing % overall performance (outcomes to crimes committed) STABLE: Stable % of overall performance (or reducing for 1 quarter within a 20% tolerance) DETERIORATING: Decreasing systemic trend (consecutive quarter decreases)</p>			
ASSESSMENT	QTR 1 IMPROVING	QTR 2 IMPROVING		
<p>NOTE: This was a new measure in 2014/15, therefore no comparative data is available for 2013/14.</p> <p>Full information on this measure is provided on the following page:</p>				

	A	B	C	Percentages - % of outcomes per crimes reported and crimes disseminated and % of crimes disseminated per crimes reported.			Ratios – (X:1) Outcomes and disseminations per crimes reported and Outcomes per crimes disseminated.		
	Crimes Reported	Disseminations	Outcomes	Outcomes/ Crimes reported (%C/A)	Outcomes/ Disseminations (%C/B)	Disseminations/ Crimes reported (%B/A)	Crimes reported/ Outcomes(A/C)	Disseminations/ Outcomes (B/C)	Crimes reported/ Disseminations (A/B)
Q1 2014/15	56,691	12,906	2,588	4.6%	20.1%	22.8%	21.9:1	5.0:1	4.4:1
Q2 2014/15	61,185	15,282	3,839	6.3%	25.1%	25.0%	15.9:1	4.0:1	4.0:1
YTD	117,876	28,188	6,427	5.5%	22.8%	23.9%	18.3:1	4.4:1	4.2:1
Q1 2015/16	63,156	18,620	7077	11.2%	38.0%	29.5%	8.9:1	2.6:1	3.4:1
Q2 2015/16	56,989	19,349	8,352	14.7%	43.2%	34.0%	6.8:1	2.3:1	2.9:1
YTD	120,145	37,969	15,429	12.8%	40.6%	31.6%	7.8:1	2.5:1	3.2:1

SDU Commentary:

14.7% of crimes reported to Action Fraud resulted in home office outcomes In Quarter 2 2015/16, the attrition rate is 1 outcome for every 6.8 reports received. This is an increase in performance compared to last quarter whereupon 8.9 reports resulted in an outcome.

MEASURE 12	The number of complaints against Action Fraud			
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	<p>“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.</p> <p>Types of complaints received:</p> <ul style="list-style-type: none"> (1) Lack of update – When the victim hasn’t been updated on the status of their report, (2) Dissatisfaction with a letter received – No satisfied with the content/tone of status update letters (3) Quality of communication with the contact centre – Poor standards of service (4) 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	<p>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</p> <p>GUIDE: IMPROVING: Reducing trend STABLE: increasing trend for 1 - 2 months DETERIORATING: Systemic increasing trend (3 consecutive monthly increases)</p>			
ASSESSMENT	QTR 1 STABLE	QTR 2 DETERIORATING		
<p>NOTE: The force hosted Action Fraud from 2014/15, therefore there is no data available for 2013/14</p> <p>Full information on this measure is provided on the following page:</p>				

AF complaints (received via PSD and MPs' letters)												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
New complaints received 2014/15	7	10	15	21	21	23	28	33	24	20	24	15
New complaints received 2015/16	13	16	16	18	26	38						
Cumulative total 2015/16	13	29	45	63	89	127						
New MP's letters received	7	2	9	10	11	18						
Cumulative total	7	9	18	28	39	57						
Complaints resolved	12	11	7	31	10	34						
MP's letters resolved.	16	8	8	17	6	17						
Complaints outstanding	1	10	14	9	25	29						
MP's letters outstanding	0	2	1	2	5	6						

SDU commentary:

The total number of new complaints received this month has risen to 38 and therefore this measure requires action. The 38 complaints have been broken down into the following issue types:

Type of complaint	Volume
Lack of investigation	20
Lack of dissemination	7
Lack of investigation by third party	3
No update	7
Other	1

It is believed that the rise in complaints for this month is due to a lack of information rather than lack of investigation. This is due to the fact that fulfilment letters have not been issued since BSS went into administration on 21 August 2015. This process is being renegotiated and is anticipated to be resolved by the next quarter.

It should be noted that 29,101 crime and information reports were made to Action Fraud in September and 38 complaints were made. This means that 0.13% of reports resulted in a

complaint or 1 complaint was made for every 765 reports.				
MEASURE 13	Level of the National Lead Force's return on investment			
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	<p>"Return ": - The value of money saved by ECD activities</p> <p>"Investment ":- The total amount of money spent on ECD activities</p> <p>"Return on investment":- The amount of money saved by ECD for every pound of money spent</p>			
MEASUREMENT	<p>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.</p> <p>The elements that constitute savings include;</p> <ol style="list-style-type: none"> 1. Projected monetary value of future fraud loss saved by disrupting technological enablers of crime 2. The pound value of criminal asset denial through to recovery 3. Projected pound value of future fraud loss saved by ECD Enforcement Cases <p>GUIDE: IMPROVING: Increasing value of ROI STABLE: Decreasing trend (within 20% tolerance) DETERIORATING: Systemic decreasing trend (consecutive quarterly decreases)</p>			
ASSESSMENT	QTR 1 IMPROVING	QTR 2 IMPROVING		
	Q1	Q2	Q3	Q4
ROI 2013/14	<i>Data not collected for 2013/14</i>			
ROI 2014/15	£45.70	£57.67	£60.33	£23.51
ROI 2015/16	£37.49	£61.38		
Trend – Comparison to previous quarter	↑	↑		
The ROI increase this quarter can be attributed to one element of the savings proportion of the calculation, the value of future fraud prevented. The high value of fraud team cases finalised within this quarter contributed significantly to the considerable increase within the value of future fraud prevented.				

MEASURE 14	The value of fraud prevented through interventions											
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	<p>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.</p> <p>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.</p> <p>IMPROVING: Increasing trend STABLE: Within 15% of the monthly average (£26m - £35m) REQUIRES ACTION: Systemic reducing trend or greater than 15% reduction to the monthly average</p>											
ASSESSMENT	QTR 1 IMPROVING			QTR 2 IMPROVING								
	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
Total value of confirmed Fraud enabler disruptions	£33,421,826.00	£23,699,676.00	£36,113,674.00	£43,080,848	£26,722,306	£26,401,424	£	£	£	£	£	£
Total value of confirmed Fraud enabler disruptions in comparable month 2013-14	£30,991,692.00	£35,711,128.00	£20,357,628.00	£22,229,742	£35,248,266	£38,216,154	£	£	£	£	£	£
Cumulative 2014-15	£30,991,692.00	£66,702,820.00	£87,060,448.00	£130,141,296	£156,863,602	£183,265,026	£	£	£	£	£	£
Cumulative 2015-16	£33,421,826.00	£57,121,502.00	£93,205,176.00	£115,434,918	£150,713,184	£188,929,338	£	£	£	£	£	£
Trend on previous month	↑	↓	↑	↓	↑	↑						
Trend on cumulative total	N/A	↓	↑	↓	↓	↑						
<p>NOTE: Data for 2013/14 not available</p> <p>The total value of confirmed fraud enabler disruptions has increased by 8% in September compared to August 2015. It should also be noted that the Cumulative total value of confirmed</p>												

fraud enabler disruptions is 3% higher in 2015/16 compared to the same period in 2014/15.

MEASURE 15	The percentage of victims of fraud who are satisfied with the Action Fraud reporting service											
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	<p>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.</p> <p>GUIDE: Over the course of 2014-15 the Force achieved an average satisfaction level of 92% with little monthly variation.</p>											
ASSESSMENT	QTR 1 STABLE			QTR 2 See commentary								
	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of reports (crime and Information) to AF in period	32,009	34,547	37,295	34,050	27,688	29,101						
Combined On-line and automated telephone surveys % of victims satisfied with service in period	92.00%	92.09%	91.87%	90.66%	Not Available	Not Available						
Cumulative combined On-line and automated telephone surveys % of victims satisfied with service in period	92.00%	92.05%	91.99%	91.65%	Not Available	Not Available						
Trend	➔	➔	➔	➔	N/A	N/A						

SDU commentary:

Action Fraud satisfaction data collected via the automated telephone service is not available for the months of August and September. This is due to the fact that Concentrix are not yet set up to record and measure satisfaction. These figures will be available with the implementation of the new system which will bring many enhancements to the service and is due to go live in April 2016.

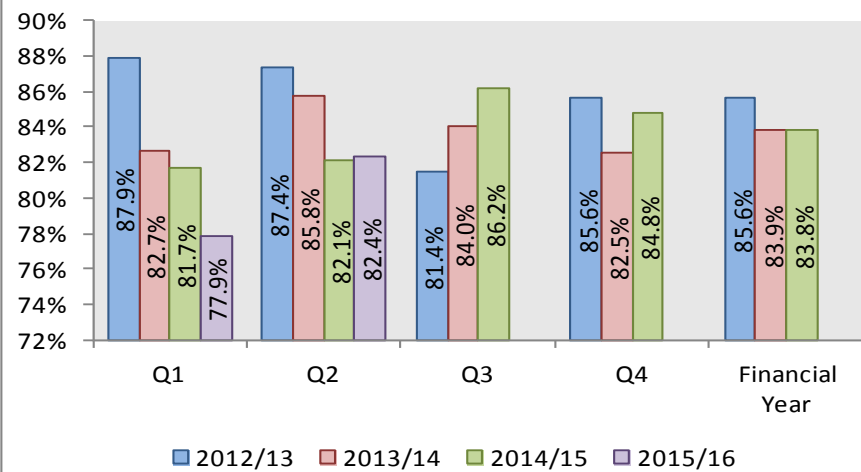
Satisfaction via the online channel could be collected for September 2015 and can be viewed below. 80% of victims were satisfied with online service in September. This is an increase in satisfaction from the month of August.

Online Survey	August	September
Number of surveys completed via online channel in period	549	560
Number of victims satisfied with on-line service in period	433	449
Percentage of victims satisfied with service on-line in period	78.87%	80%

MEASURE 16	The level of Force compliance with requirements under the Strategic Policing Requirement			
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	<p>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</p> <p>IMPROVING: An increasing number of toolkits fully up to date and all recommendations on track to be delivered within due date compared to the previous quarter</p> <p>STABLE: Toolkits completed or up to 1 month overdue</p> <p>DETERIORATING: : Toolkits not complete and/or recommendations not implemented by due date</p>			
DATA SOURCE	Strategic Development			
ASSESSMENT	QTR 1 STABLE	QTR 2 STABLE		

Toolkits			HMIC Reports	
Counter Terrorism	Current (review due June 2015)	REVIEWED - SATISFACTORY	SPR (National)	6 recommendations, all implemented, 0 outstanding
Serious Organised Crime	Current (review due November 2015)	SATISFACTORY	SPR (City of London)	No separate recommendations made
Large Scale Cyber Incident	Current (review due January 2016)	SATISFACTORY	Public Order	No separate recommendations made
Civil Emergencies	Current (review due September 2015)	SATISFACTORY	Cyber Crime	No separate recommendations made
Public Order	Current (review due September 2015)	SATISFACTORY		
Child Sexual Abuse	No toolkit yet produced	SATISFACTORY*		
NOTE: New measure for 2015/16 therefore no historical data for 2013/14 and 2014/15				
*A preparedness review of child sexual abuse has taken place and was reported to the June SMB, however that will need to be reviewed when a CSA assessment toolkit is produced by the College of Policing (date currently unknown).				

MEASURE 17	Levels of satisfaction of victims of crime with the service provided by the city of London police.			
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	<p>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.</p> <p>GUIDE: Over 2014-15 the average for whole experience was 84.1%. 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</p> <p>IMPROVING: Increasing trend</p> <p>STABLE: 80% - 84%</p> <p>DETERIORATING: Less than 80% or reducing trend</p>			
ASSESSMENT	QTR 1 DETERIORATING	QTR 2 STABLE/IMPROVING		



Q2: 82.4% (145 out of 176) of respondents satisfied with Whole Experience.

FYTD (Q1+Q2)

Ease of contact: 90.4% (273/302)

Actions taken: 73.9% (275/372)

Follow up: 80.5% (301/374)

Treatment: 92.2% (343/372)

Whole Experience: 80% (300/375)

MEASURE 18	The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job
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	<p>The measure will be assessed by twice yearly 'customer' surveys conducted for the customer work stream 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.</p> <p>GUIDE: IMPROVING: Increasing trend STABLE: 85% - 90% DETERIORATING: Less than 85% or reducing trend</p> <p>Note: data for this survey was provided by the street survey, which has been discontinued. At the end of the 2014/15, the average 87.6%.</p>
DATA SOURCE	Customer Satisfaction Survey
ASSESSMENT	SEE BELOW
<p>NOTE: the midyear survey was conducted late and analysis will not be available until mid December. This measure will be reported in the 3rd Qtr report.</p>	