

Committee(s):	Date(s):
Police Performance and Resource Management Sub Committee	24 th February 2016
Subject:	Public
Policing Plan Measures 2016-17	
Report of:	For decision
Commissioner of Police Pol 10/16	

Summary

This report presents to your Sub Committee the proposed Policing Plan measures for 2016-17, together with an indication of how they will be reported against. The measures are detailed in Appendix A. They are:

1. The level of specific counter terrorism deployments tasks that are completed (**carried forward unchanged**)
2. The percentage of those surveyed who are reassured by what the City of London Police are doing to protect the City from terrorism (**carried forward – amended wording** – previously *The level of community confidence that the City of London is protected from terrorism*)
3. The level of evidence-based education and enforcement activities, supporting the City of London Corporation’s casualty reduction target (**carried forward unchanged**)
4. The number of disposals from manned enforcement activities (**carried forward unchanged**)
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 (**carried forward unchanged**)
6. The level of victim-based violent crime (**carried forward unchanged**)
7. The level of victim-based acquisitive crime (**carried forward unchanged**)
8. The level of antisocial behaviour incidents (**carried forward unchanged**)
9. The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided (**carried forward unchanged**)
10. The percentage of ECD City Fraud Investigations resulting in a positive action whether through offender disposal, prevention or disruption (**carried forward – amended wording** – previously - *To ensure City Fraud Crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption*)
11. The attrition rate of crimes reported to Action Fraud (**carried forward unchanged**)
12. The percentage of complaints compared to the number of Action Fraud reports received (**carried forward - amended wording** – previously *The number of complaints against Action Fraud*)

13. Level of the National Lead Force's return on investment (**carried forward unchanged**)
14. The potential value of fraud prevented through interventions (**carried forward – amended wording – ‘potential’ added**)
15. The percentage of victims of fraud who are satisfied with the Action Fraud reporting service (**carried forward unchanged**)
16. The capacity and capability of the Force to deal with the threat posed by cyber crime – (**new measure**)
17. The level of satisfaction of victims of crime with the service provided by the city of London police (**carried forward unchanged**)
18. The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job (**carried forward unchanged**)

Recommendation

Members are asked to receive this report and approve the measures for use over 2016-17.

Main Report

Background

1. This report presents your Sub Committee with the measures developed to support delivery of the Policing Plan.
2. At the Policing Plan workshop held with Members in December 2015, Members agreed in principle to carry forward the current measures. This was proposed in the interests of consistency and being able to report meaningful trend information over the medium term. That proposal was also raised more formally at the January meeting of Police Committee, where the plan was approved, subject to the approval of measures by your Sub Committee.

Current situation

3. Appendix A to this report provides details of all the proposed measures. Where amendments to the wording of the measures is proposed, those details also appear within the body of this report.
4. With the exception of the following, the proposed measures are carried forward unchanged:
 - i. The percentage of those surveyed who are reassured by what the City of London Police are doing to protect the City from terrorism (**carried forward – amended wording – previously *The level of community confidence that the City of London is protected from terrorism***).

Over the course of 2015-16 it became apparent that the original measure was too open to influence from factors beyond the Force's control. Those surveyed provided reasons for why they did not have

confidence that the City is protected from terrorism, which included levels of funding for counter terrorism activities, the random nature of attacks and the impact the media can have on feelings of confidence and safety. The measure is an important one and provides the Force with an indication of how reassured the community feels by things the City of London Police has specifically done. The revised wording makes this much more explicit.

- ii. The percentage of ECD City Fraud Investigations resulting in a positive action whether through offender disposal, prevention or disruption (**carried forward – amended wording** – previously - *To ensure City Fraud Crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption*)

It is proposed to remove the word ‘crime’ from the original measure and replace with the percentage of investigations resulting in positive action. This is because the word *crime* has a specific meaning within the national fraud reporting rules and does not accurately reflect what is actually being measured, which are the outcomes from completed investigations. What is being measured is not changing, however, the wording of the measure is now more technically accurate.

- iii. The percentage of complaints compared to the number of Action Fraud reports received (**carried forward - amended wording** – previously *The number of complaints against Action Fraud*)

Details of the number of complaints will continue to be reported as currently, however, this change will provide a truer reflection of the performance of Action Fraud reporting.

- iv. The potential value of fraud prevented through interventions (**carried forward – amended wording** – previously *The value of fraud prevented through interventions*)

It is proposed to simply add the word ‘potential’ to this measure. Although performance against this measure is assessed according to standard and nationally agreed criteria, the value can never be formally and exactly confirmed. The inclusion of this word makes the measure more transparent.

- v. **New measure** for cyber crime - The capacity and capability of the Force to deal with the threat posed by cyber crime.

As cyber crime has now been added as a Force priority, it is appropriate to have a measure dedicated to it to reassure your Sub Committee and the community that the Force is addressing the threat from this area of criminality. Full details of how this will be measured are contained in the Appendix.

Recommendation

5. It is recommended that your Sub Committee approve the measures detailed within this report and Appendix A, subject to any additional amendments requested by Members.

Contact:

Stuart Phoenix

Strategic Development

T: 020 7601 2213

E: Stuart.Phoenix@cityoflondon.pnn.police.uk