

Committee(s): Police: Performance and Resource Management Sub-Committee	Date: 24 th February 2016.
Subject: 3 rd Quarter Performance against measures set out in the Policing Plan 2015-18	Public
Report of: Commissioner of Police POL 09/16	For Information

Summary

1. This report summarises performance against the measures in the Policing Plan 2015-18 for the period 1st April to 31st December 2015.

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

17.The level of satisfaction of victims of crime with the service provided by the city of London police	Deteriorating	Improving	Not yet available
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	Deteriorating

Recommendation

It is recommended that your Sub Committee receives this report and notes its contents.

Main Report

Background

1. This report presents Force performance against the measures published in your Committee's Policing Plan 2015-18 at the end of the third quarter of the 2015-18 financial year (1st April 2015 – 31st December 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.

Current Position

Overview of Force Performance

5. A comparison with the same period in 2014-15 shows that between 1st April and 31st December 2015:
 - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at

3349 offences, compared to 3412 offences at the same point last year, a decrease of 63 offences (-1.8% reduction).

- Crimes against statute, which includes drugs offences, possession of weapons, public order offences and ‘miscellaneous crimes against society’¹, have also shown a decrease compared to last year, 615 offences against 620 (5 fewer offences representing a -0.8% decrease).
 - At the end of December 2015, total notifiable crime was down by -1.7%, 68 fewer offences (3964 crimes compared to 4032 last year).
6. In addition to those items reported in the previous report to your Sub Committee, notable Force achievements and activities during the period 1st October and 31st December 2015 include:
- The confiscation of £2.4m from criminals who profited from land and carbon credit scams, with the perpetrators receiving sentences of between 3 and 4 years 8 months;
 - The launch of a global financial crime course by the Economic Crime Academy;
 - At the beginning of November, 15 Force public order officers played a leading role in dispersing an illegal rave in Lambeth following a 7 hour prolonged attack on police;
 - The Force launched a new Major Crime Team, amalgamating 3 former units (Major Incident Team, Central Detective Unit and the Digital Investigation Unit);
 - The successful conviction of 2 Moldovan card skimmers, who between them were jailed for a total of 12 years;
 - 3 men, who were part of an organised criminal network, were sentenced to a total of more than 30 years for their involvement in several armed robberies targeting money transfer shops and jewellers across the country. The conviction was the result of an investigation carried out by the City of London Police with the Metropolitan Police and Greater Manchester Police.

Performance against measures

7. **Measure 2 - The level of community confidence that the City of London is protected from terrorism.** The third quarter results for this measure show a decrease compared to the quarter two results, from 72.2% to 62%. 683 people responded to the survey (compared to an average of 150 in previous years) and respondents were once again provided with an opportunity to explain their views.
8. It must be noted that the third quarter survey took place almost immediately after the marauding terrorist attacks in Paris. Those respondents who

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

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 consistent with previous quarters 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 and so on).

9. Given that respondents had provided feedback in previous surveys about issues outside of the Force's control, a second question was posed for the quarter three survey. That question asked whether people feel reassured by the work done by the City of London Police to protect the City of London from terrorism. That response to that question was very different, with 89.4% of respondents saying they felt reassured.
10. **Measure 6 - Levels of victim based violent crime.** As the first and second quarters, levels of victim based violent crime continue to increase and consequently remain a principal area of focus for the Force.
11. Members will see from Appendix A that at the end of the third quarter the Force recorded a 25.3% increase in the level of victim based violent crime compared to 2014/15 as a result of recording 139 more offences. This represents the lowest level of increase this year (quarter 1 ended at 43.2% and quarter 2, 34.6%). The end of year predicted level of 915 has also fallen from a high of 1005, which was predicted at the end of September.
12. The overall increase mirrors the position outlined in the latest ONS release (January 21st) on violent crime. Nationally, there was a 27% rise in violence against the person, which is in the same area as the City's 25.3% increase. The national level was principally driven by increases in the 'violence without injury' sub-category, which showed a 37% increase (the City's increase over the year to date stands at 25.2%).
13. Almost half of the violence with injury offences committed during the night time economy (NTE) hours (2000-0600) were linked to licenced premises. Within the violence without injury category, most were common assaults (slightly more during the NTE hours than daytime hours) and harassment offences (mainly daytime hours).
14. 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 any way complacent regarding the levels of victim based crime. As previous reports, the Force would like to assure Members that this will remain a priority area at Performance Management Group. Although analysis indicates that levels are likely to continue to increase the Force will do everything in its power to ensure any increase is minimised.
15. **Measure 15 - The percentage of victims of fraud who are satisfied with the Action Fraud reporting service.** As reported in the last quarter report, data for this measure has been affected by the company providing the

reporting service (BBS) going into administration. The replacement interim company, Concentrix, are not able to obtain this data. The new system is not due to come on line until April 2016. It has therefore become necessary to suspend this measure for the remainder of 2015/16.

16. **Measure 17 - Levels of satisfaction of victims of crime with the service provided by the city of London police.** Unfortunately, as the third quarter survey only closed off at the end of December, the analysis of that survey was not complete by your Sub Committee's deadline. Results will be formally reported in the quarter 4 report, however, if they are available in time for your Sub Committee, an update will be provided.
17. **Measure 18 - The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job.** The customer survey carried out in November/December had 371 respondents. 80.2% felt the Force are doing a good or excellent job. This is noted as deteriorating as it is below the average recorded for 2014/15. Of those that expressed a preference, only 7.3% expressed dissatisfaction with how the City of London is policed. 12.5% of respondents expressed no opinion either way.
18. The Force is reviewing the comments made by the 7.3% of dissatisfied respondents so that remedial action can be taken before the next survey in late 2016.

Background Papers:

- **Appendix 'A' Performance Summary**

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APPENDIX A – PERFORMANCE SUMMARY FOR 1st APRIL – 31st DECEMBER 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	This measure will be reported against using the percentage of counter terrorism options tasked that are completed (as assessed by Security Group) The reported measure will be complemented by information detailing: <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	Qtr 3 STABLE	
<p>Main measure</p> <p>Taskings set at the Security Group meeting over the third quarter were:</p> <ul style="list-style-type: none"> • <u>Project Servator</u> - 2503 hours, resulting in 49 arrests/5 FPN's/8 PND's/144 Stop Searches/26 Vehicle seizures. • <u>Assisted by Response Groups and Specialist Support</u> - 1159 hours/3 arrests/2 PNDs/14 Stop Searches. • <u>E1 Patrols</u> - 7225 hours /16 arrests/93 FPN/ 6 PND/ 49 Stops searches/ 4 vehicle seizures. • <u>Armed foot patrols of Iconic Sites</u> – 931 hours • <u>Vehicle Checkpoint</u> – 48 hrs / 2PND <p>The number of hours delivered for Servator and E1 Patrols is roughly double that of the 2nd quarter, principally due to the events in Paris and the resulting heightened security in the City of London.</p> <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	37	21	39			
Percentage consider Force capable	100%	98%	98%	98%	-	95%	98%	85%	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	2	114	46			
Percentage consider Force capable	100%	100%	100%	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	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. 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.			
ASSESSMENT	Qtr 1 DETERIORATING	Qtr 2 IMPROVING	Qtr 3 DETERIORATING	

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%	62.05%	
2014/15	90%	85.7%	87.1%	80.6%
2013/14	90.7%	84.5%	89.1%	88.5%

683 people responded to the 3rd qtr survey

The results show:

50.46 % are “confident” City of London is protected from Terrorism and 11.59 % are “very confident” that the City of London is protected from Terrorism. This low level is attributed to the attacks in Paris during November. However, when asked how reassured they felt by work conducted by the Force, **89.39% said they are reassured by the work City of London Police are doing to protect the City from terrorism**

Examples of comments made in relation to the Lord Mayor’s Show, which had just happened before the survey:

- The Lord Mayor's show came at an extremely worrying time for us all and I think it was handled extremely well. The correct decisions and the correct communications - gave me great confidence
- Great collaborative effort - community policing with a level of rigor to protect the people of the UK. Great Job
- As always your officers were helpful and friendly but holding the usual boundaries needed for such an occasion.
- Very re-assuring to see Police manning in large numbers
- The decision to cancel the fireworks was made too late to give sufficient time to let people know. This was the fault of the City Corporation not the police but should be borne in mind for future events.
- Well run and managed plus communicated to local community and businesses
- As always a professional and balanced approach throughout.

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	Qtr 3 STABLE
<p>For the months of October, November and December 2015 – all tasked operations were completed. Over the course of the 3rd quarter:</p> <p><u>Op Atrium</u> A total of 231 FPN's were issued during this operation. Of that number 164 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> 33 Capital Cycle Safe tickets were issued.</p> <p><u>Op Regina</u> Uniform Policing have stopped a total of 1148 PHVs and 588 Hackney Carriages to check license details. Support Group has been maintaining high profile presence in night time venues. Over 10,000 leaflets were distributed over this quarter.</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 3rd quarter, over 300 educational leaflets were distributed and 33 Capital City Safe tickets were 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	3	2	*	*				25

*The data is based on the Live CRS system as of 30/10/15. The system has now changed and is delivered by the College of Policing. At the time this report was being prepared, the Force’s PIU unit was still waiting to be granted access to the system. Local data records that there were no fatalities during November and December and 3 seriously injured during each month.

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 STABLE	Qtr 2 IMPROVING	Qtr 3 STABLE
<p>Op Ignition is a long term operation targeting non compliant Commercial Vehicles. During October, 232 vehicles were stopped – 59% of which had committed offences. During November, 131 vehicles were stopped – 64% of which had committed offences. During December, 105 vehicles were stopped - 75% 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	Oct 2015	Nov 2015	Dec 2015
TORs	15	39	53	20	82	32	27	43	59	24	95	15
FPNs	7	13	15	3	26	3	3	12	10	6	21	3
Summons	5	18	16	4	14	8	6	14	9	9	12	8
Total	27	70	84	27	122	43	36	69	78	39	128	26

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	10	11	17
FPNs	18	15	14	13	10	12	15	21	14	15	9	8
Summons	1	0	7	4	0	2	0	0	0	0	0	1
Total	25	18	31	23	15	22	38	35	30	25	20	26

Overall total	52	88	115	50	137	65	74	104	108	64	148	52
Quarterly totals	255			252			286			264		

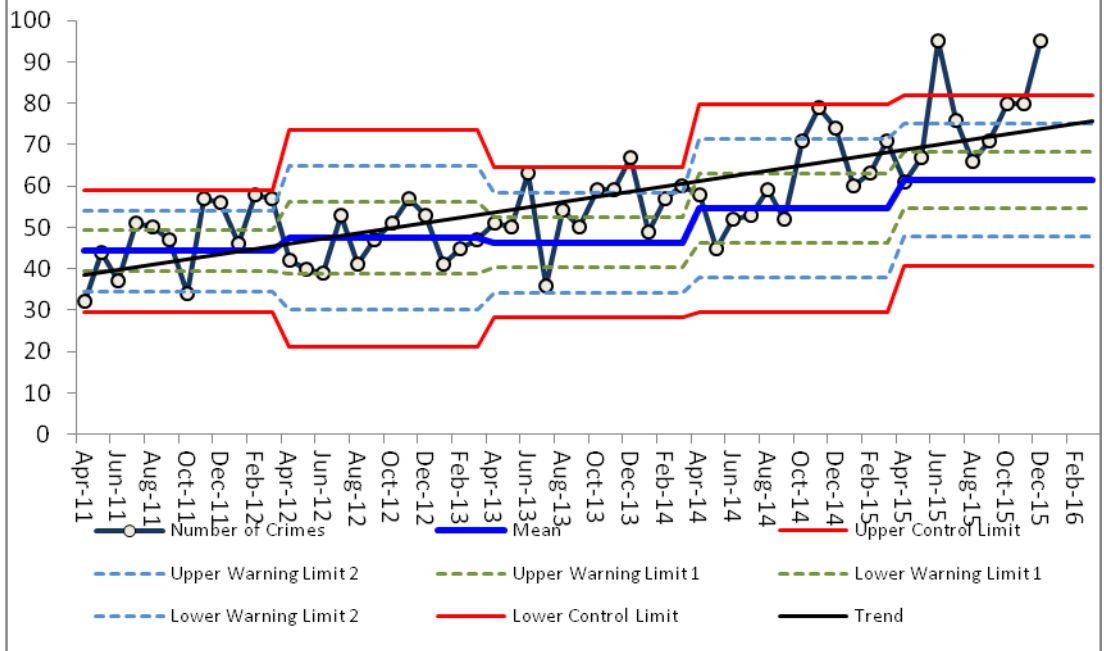
There is no discernible monthly trend when looking at the individual categories, however, amalgamating the totals into quarterly totals indicates a steadily declining trend.

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																																																			
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18/06/15 the Battle of Waterloo 200 year anniversary.																																																				

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

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	“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. 1 st 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. 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		
ASSESSMENT	Qtr 1 DETERIORATING	Qtr 2 DETERIORATING	Qtr 3 DETERIORATING

Victim Based Violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15	57	46	52	54	59	52	75	78	77	62	68	70
2015-16	61	67	95	75	66	70	81	79	95			
Change (month)	4	21	43	21	7	18	6	1	18			
	7.0%	45.7%	82.7%	38.9%	11.9%	34.6%	8.0%	1.3%	23.4%			
2014-15 (YTD)	57	103	155	209	268	320	395	473	550	612	680	750
2015-16 (YTD)	61	128	223	298	364	434	515	594	689			
Change (YTD)	4	25	68	89	96	114	120	121	139			
	7.0%	24.4%	43.9%	42.6%	35.8%	35.6%	30.4%	25.6%	25.3%			
Prediction 15/16 FY end	841	848	911	975	990	1005	966	915	915			



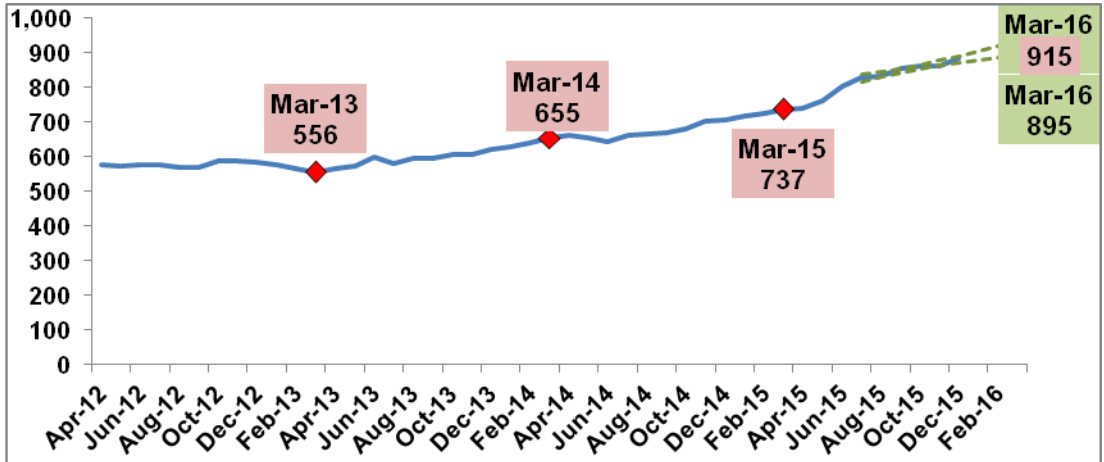
FORECASTING TABLES

Annual Totals	Crimes	% Change
2010-11	532	
2011-12	569	7.0%
2012-13	556	-2.3%
2013-14	655	17.8%
2014-15	737	12.5%
2015-16 (est)	915	24.2%

Finalised Total	Crimes	% Change
2014-15	750	22.0%

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	2014/15	2015/16	% Change
Apr-Jun	155	223	+ 43.9%
Apr-Sep	319	436	+ 36.7%
Apr-Dec	543	691	+ 27.3%
Apr-Mar	737	915	+ 24.1%



Context: December 2015 recorded 95 Victim Based Violence offences compared to 79 offences in November 2015 and 77 in December 2014. These increased numbers of offences are consistent with the increasing Violent Crime trend taking place in the City since October 2014. This current increase can be predominantly attributed to an increase in Violence with Injury offences over the Christmas period. If this upward trend continues, then January 2016 will potentially record Violent Crime figures above 60 offences (January 2015 recorded 60 offences). As per usual trend, almost (60%, 59/95) of reported Violent Crime has occurred during the Night Time Economy (NTE) hours.

The latest ONS release (January 21st) mirrors the City's current trend. Nationally there was a 27% rise in violence against the person (offences up to Sept 2015), which was largely driven by increases in the violence without injury sub-category, showing a 37% increase).

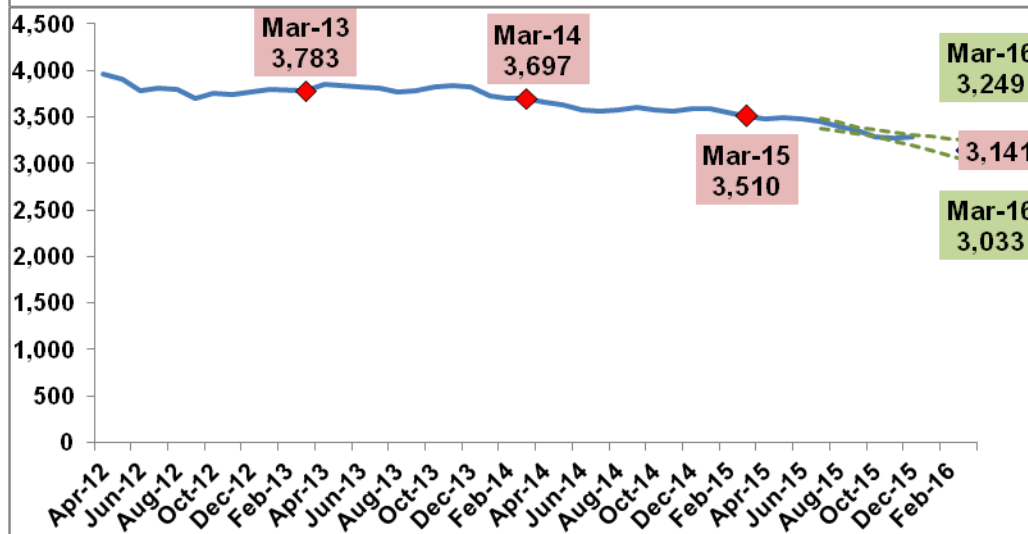
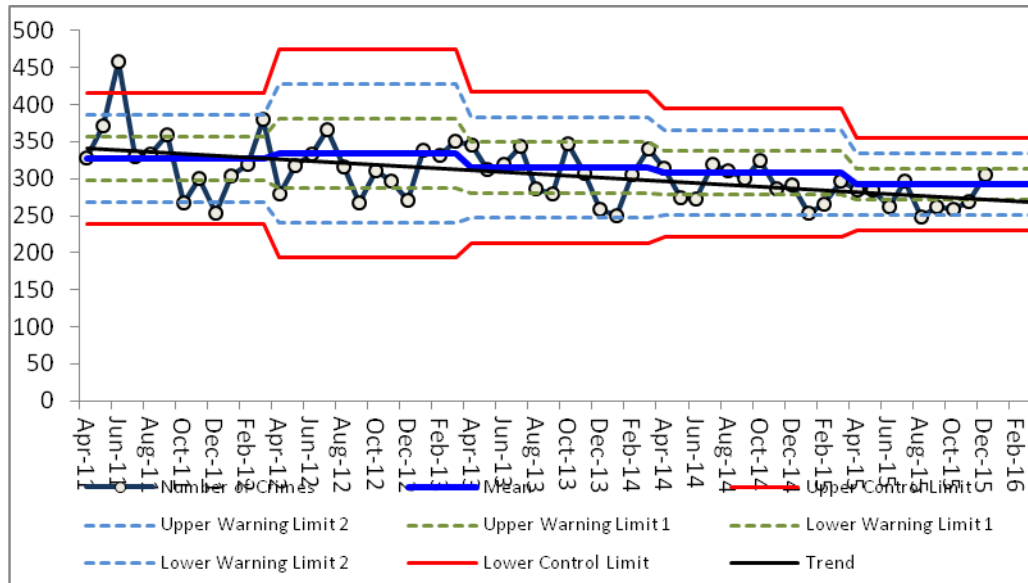
Violence with Injury. Upward Trend. This offence type is showing the most significant increase. 42 offences recorded in December 2015 compared to 28 in November 2015. However, the figure of 42 reported Violence with Injury offences are parallel to 2014 figures where 45 offences were reported. Of the 42 Violence with Injury offences reported this month, 32 occurred in the NTE. Almost half of these offences in the NTE were directly linked to Licensed Premises, but it is anticipated that most can be attributed to alcohol and/or drugs.

Violence without Injury. Stable Trend. December 2015 showed 47 offences for this category which is similar to the previous month where 49 were reported. However, last December 2014, there were only 28 offences reported. Since January 2015 this category of offences have not seen a significant increase per month in comparison to 2014 figures, however, figures are still increasing nonetheless. The current figure of 47 can be attributed to Common Assaults (only slightly more during NTE than Day Time Economy DTE) and Harassments (mainly DTE).

Sexual Offences. Upward Trend. There were 5 offences reported in this category (3 Sexual Offences; 2 Rape) which is an increase on a total of 3 in November 2015 and an increase of four offences from December 2014.

Historically Week 44/45 in the previous 3 Financial Years has shown a spike in Violent Crime. Research carried out by FIB looking at various causes has concluded that this spike is due to increased drinking caused by announcement of financial institutions bonus for staff. Week 44 this year falls on W/C 01/02/2016 and week 45 commences 09/02/2016. The key dates for Thursday and Friday during these two weeks will be the Thursdays/Fridays of 4th, 5th, 11th and 12th of February 2016. An updated profile has been compiled by FIB to aid decision making

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	“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: IMPROVING: Reducing trend of victim-based acquisitive 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 acquisitive crime											
ASSESSMENT	QTR 1 STABLE			QTR 2 STABLE/IMPROVING			QTR 2 STABLE/IMPROVING					
Victim Based Acquisitive Crime	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15	314	275	272	319	312	302	325	287	297	262	271	299
2015-16	285	284	262	297	248	262	258	274	302			
Change (month)	-29	9	-10	-22	-64	-40	-67	-13	5			
	-9.2%	3.3%	-3.7%	-6.9%	-20.5%	-13.2%	-20.6%	-4.5%	1.7%			
2014-15 (YTD)	314	589	861	1180	1492	1794	2119	2406	2703	2965	3236	3535
2015-16 (YTD)	285	569	831	1128	1376	1638	1896	2170	2472			
Change (YTD)	-29	-20	-30	-52	-116	-156	-223	-236	-231			
	-9.2%	-3.4%	-3.5%	-4.4%	-7.8%	-8.7%	-10.5%	-9.8%	-8.5%			
Prediction 15/16 FY end	3386	3341	3403	3433	3376	3256	3130	3087	3141			



FORECASTING TABLES

Annual Totals	Crimes	% Change
2010-11	3,933	
2011-12	4,005	1.8%
2012-13	3,783	-5.5%
2013-14	3,697	-2.3%
2014-15	3,510	-5.1%
2015-16 (est)	3,141	-10.5%

Finalised Total	Crimes	% Change
2014-15	3535	-11.1%

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	2014/15	2015/16	% Change
Apr-Jun	861	831	- 3.5%
Apr-Sep	1,791	1,638	- 8.5%
Apr-Dec	2,695	2,472	- 8.3%
Apr-Mar	3,510	3,141	- 10.5%

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			QTR 3 IMPROVING					
	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2013-2014	<i>Satisfaction levels were reported for 2013/14 but not numbers of incidents</i>											
2014-2015	85	115	95	102	83	78	97	91	88	106	89	100
2015-2016	65	72	84	81	93	65	75	62	65			
April 2014 – December 2014: 834 April 2015 – December 2015: 662												
ASB Overview												
Rowdy or Inconsiderate Behaviour accounted for 19 CADS in December 2015, this is 6 more than in November 2015 when there were 13 recorded. This figure is similar to the total seen in September when there were 15.												
Begging/Vagrancy accounted for 26 CADS in this period. In the previous 3 months the total has been between 31 and 32 respectively, suggesting the total this month is slightly lower than normal.												
Noise CADS accounted for 6 CADS during December, an increase of 1 from November 2015.												
35% of the ASB CADS were generated during the NTE hours of 2000-0600.												

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	QTR 3: IMPROVING	
Measure is reported quarterly				
		Quarter 1	Quarter 2	Quarter 3
		Quarter 4		
Number of invitations sent to victims to participate		103	N/K	N/A
Number of victims completing survey		47	25	27
Overall satisfaction with initial contact. (Valid responses)		72% (33/46)	76% (19/25)	67% (18/27)
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)	84% (22/26)
Level of satisfaction in outcome of investigation. (Valid responses)		63% (17/27)	75% (15/20)	71% (10/14)
Cumulative overall satisfaction taking the whole experience into account.		70% (33/47)	74% (54/73)	78% (76/98)
2014/15 AVERAGE: 65% (introduced in 2014/15 therefore no 2013/15 levels available)				
Respondents to the victim survey registered 84% overall satisfaction with service from ECD officers taking the whole experience into account. This measure is therefore performing satisfactorily. The Q3 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 Q3 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. “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:</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	QTR 3 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	0	3	0			
Cumulative position of City Fraud Crimes reaching Point of outcome.	3	5	7	9	11	13	13	16	16			
Number of City Fraud Crimes reaching Point of outcome in month with offender disposal.	3	1	2	2	1	1	0	3	0			
Number of City Fraud Crimes reaching point of outcome in month where Fraud enabler disrupted.	0	1	0	0	1	1	0	0	0			
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	0	0	0			
Cumulative position of City Fraud Crimes reaching point of outcome resulted with Positive action	3	5	7	9	11	13	13	16	16			

During the data collection period, the ECD operational teams closed 48 Unifi crime records; none of these crimes were constituted as City Fraud Crimes. The 48 identified UNIFI crime records were excluded from this measure for the following reasons:

Number of crimes	Reason for exclusion from measure.
40	Investigations were "within the Jurisdiction of the CCC" locus i.e. outside the City of London.
4	Investigations were "No crimed".
2	Investigations did not qualify for this measure due to the investigation type.
1	Investigation was linked to NLF funding stream grouping.
1	Investigation was subsequently transferred to a police force outside of the UK.

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	QTR 3 IMPROVING	

NOTE: This was a new measure in 2014/15, therefore no comparative data is available for 2013/14.

Full information on this measure is provided on the following page:

	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.		
				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
Q3 2014/15	65,992	17,939	6,376	9.7%	35.5%	27.2%	10.4:1	2.8:1	3.7:1
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
Q3 2015/16	55,670	19,771	11,604	20.8%	58.7%	35.5%	4.7:1	1.7:1	2.8:1
YTD	175,825	37,969	15,429	12.8%	40.6%	31.6%	7.8:1	2.5:1	3.2:1

The attrition rate of crimes reported to Action Fraud compared to outcomes reached in Q3 2015/16 was 20.8%. The attrition rate has consistently improved throughout 2015/16 in Q1 it was 11.2% and Q2 it was 14.7%. Comparatively the attrition rate of 2014/15 was 9.4%.

In Q3 the percentage of crime disseminations to UK police forces compared to the number of investigations resulting in an outcome was 58.7%.

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	QTR 3 IMPROVING	
<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)													
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Complaints via PSD and MPs' letters	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	21	38	18			
	Cumulative total complaints 2015/16	13	29	45	63	89	127	148	184	204			
	Complaints resolved.	12	11	11	31	10	34	31	36	27			
	Complaints outstanding	1	10	14	9	25	29	29	21	19			
New MPs' letters received		7	2	9	10	11	18	8	20	10			
Cumulative total MPs' Letters received		7	9	18	28	39	57	65	85	95			
MPs' letters resolved.		16	8	8	17	6	17	3	16	11			
MPs' letters outstanding		0	2	1	2	5	6	9	9	14			

18 complaints were received regarding Action Fraud via PSD and MP letters in December 2015. This is a decrease in complaints compared to November (38 complaints); the measure is now therefore satisfactory. The percentage of complaints compared to reports (both information and crime) in December is **0.07%**.

The complaints received were related to the issues highlighted in the table below. The main cause for complaint in December was a lack of updates on the victims' reported crime; this was the most common cause of complaint in November and October. Concentrix have not been set up to provide updates since they took over Action Fraud, hence the rise in this type of complaint. Updates are expected to be sent out in February, we therefore expect this type of complaint to begin decreasing over the coming months.

Category of complaint (Via PSD and MP letters).	Volume of complaints 2015/16		
	October	November	December
Lack of Investigation.	6	4	3
Lack of dissemination.	1	2	2
No update.	7	14	9
Longer than 28 days with no update.	4	6	0

Other.	3	10	4	
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) DTERIORATING: Systemic decreasing trend (consecutive quarterly decreases)</p>			
ASSESSMENT	QTR 1 IMPROVING	QTR 2 IMPROVING	QTR 3 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	£61.68	
Trend – Comparison to previous quarter	↑	↑	↑	
<p>The ROI figure for Q3 is very similar to that identified in Q2. The savings proportion of the ROI has increased slightly whilst there has been minor decrease within the spend proportion. The slight increase in the saving proportion of the ROI can be in part attributed to an increase in the value of assets recovered within quarter 3 which was just over £4 million more than the previous quarter.</p>				

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			QTR 3 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	£23,699,676	£36,113,674	£22,229,742	£35,248,266	£38,216,154	£39,582,028	£28,070,260	£30,336,018	£	£	£
Total value of confirmed Fraud enabler disruptions in 2014-15	£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	£	£	£
Cumulative 2014-15	£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	£	£	£
Cumulative 2015-16	£33,421,826	£57,121,502	£93,205,176	£115,434,918	£150,713,184	£188,929,338	£228,511,366	£256,581,626	£286,917,644	£	£	£

NOTE: Data for 2013/14 not available

The total value of confirmed fraud enabler disruption in December 2015/16 was £30,336,018.00. This value was calculated from 33 website disruptions and 3,409 bank account disruptions. As December's value of confirmed fraud enabler disruptions falls within 15% of the monthly average (£26m - £35m) the measurement is assessed as satisfactory. It should further be noted that the total value of confirmed disruptions has increased by 8% from November to December 2015/16.

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	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.											
ASSESSMENT	QTR 1 STABLE			QTR 2 See commentary			QTR 3 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	30,312	27,813	27,281			
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	Not Available	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	Not Available	Not Available	Not Available			
Trend	→	→	→	→	N/A	N/A	N/A	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.

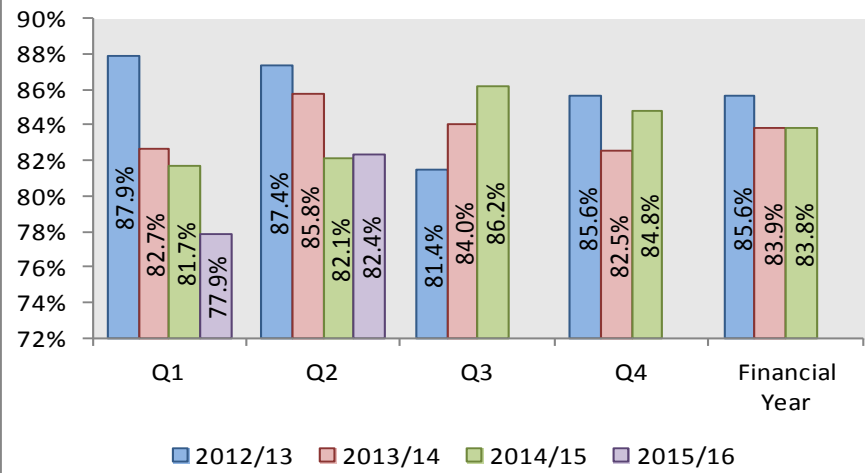
MEASURE 16	The level of Force compliance with requirements under the Strategic Policing Requirement				
AIM/RATIONALE	Along with its obligations to provide an efficient and effective policing service to the City of London, the Force has regional and national obligations to respond to the most serious 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	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 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 STABLE: Toolkits completed or up to 1 month overdue DETERIORATING: : Toolkits not complete and/or recommendations not implemented by due date				
DATA SOURCE	Strategic Development				
ASSESSMENT	<table border="1"> <tr> <td>QTR 1 STABLE</td> <td>QTR 2 STABLE</td> <td>QTR 3 STABLE</td> <td></td> </tr> </table>	QTR 1 STABLE	QTR 2 STABLE	QTR 3 STABLE	
QTR 1 STABLE	QTR 2 STABLE	QTR 3 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)	Reviewed SATISFACTORY	SPR (City of London)	No separate recommendations made
Large Scale Cyber Incident	Current (review due January 2016)	Reviewed SATISFACTORY	Public Order	No separate recommendations made
Civil Emergencies	Current (review due September 2015)	Reviewed SATISFACTORY	Cyber Crime	No separate recommendations made
Public Order	Current (review due September 2015)	Reviewed 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 STABLE: 80% - 84% DETERIORATING: Less than 80% or reducing trend</p>			
ASSESSMENT	QTR 1 DETERIORATING	QTR 2 STABLE/IMPROVING	QTR 3 – See below	



QTR 3 – third quarter data was not available in time to meet the Sub Committee’s deadline. Full details will appear in the Qtr 4 report; if the data is available in time for the meeting, it will be circulated as a note.

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	DETERIORATING
<p>The survey was completed during November/December and had 371 respondents.</p> <p>The percentage of people surveyed who believed the police in the City of London are doing a good or excellent job was 80.19%. Of those that expressed a preference only 7.53% were dissatisfied with how the City of London is policed</p>	