

Committee(s): Police Performance and Resource Management Sub-Committee	Date: 7 th September 2016
Subject: 1 st Quarter Performance against measures for 2016 -17 as set out in the Policing Plan 2016-19	Public
Report of: Commissioner of Police Pol 34/16	For Information

Summary

1. This report summarises performance against the measures in the Policing Plan 2016-19 for the period 1st April 2016 to 30th June 2016.

Measure	TREND Qtr 2 15/16	TREND Qtr 3 15/16	TREND Qtr 4 15/16	TREND Qtr 1 16/17
1. The number of specific counter terrorism deployments tasked that are completed.	Stable	Stable	Stable Positive ¹	Stable
2. The percentage of those surveyed who are confident that the City of London is protected from terrorism	Improving	Deteriorating	Improving	Stable
3. The education and enforcement activities delivered to support the City of London Corporation's casualty reduction target	Stable	Stable	Stable Positive	Stable
4. The number of disposals from manned enforcement activities	Improving	Stable	Improving	Deteriorating
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	Improving	No survey in 4 th qtr	No survey in 1 st qtr
6. The level of victim-based violent crime	Deteriorating	Deteriorating	Deteriorating	Deteriorating
7. The level of victim-based acquisitive crime	Improving	Improving	Improving	Stable
8. The capacity and capability of the Force to deal with the threat posed by cyber crime	N/A	N/A	N/A	Stable
9. The level of antisocial behaviour incidents	Improving	Improving	Improving	Improving
10. The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided	Improving	Improving	Stable Negative	Improving
11. The number of City Fraud Crimes Investigated resulting in a positive action whether through offender disposal, prevention or disruption	Stable	Stable	Stable Positive	Stable
12. The value of fraud prevented through interventions	Improving	Improving	Improving	Improving
13. The attrition rate of crimes reported to Action Fraud	Improving	Improving	Stable Positive	Improving

¹ The 'Positive' and 'Negative' sub descriptors shown against the 'Stable' descriptors, give an indication of the quarterly direction of performance, which in these cases is not significant enough to qualify for 'Improving' or 'Deteriorating'. Members requested this at the last Sub Committee.

14.The number of complaints against Action Fraud	Deteriorating	Improving	Stable Negative	Stable Improving
15.Level of the National Lead Force’s return on investment	Improving	Improving	Deteriorating	Improving
16.The percentage of victims of fraud who are satisfied with the Action Fraud reporting service	Not available	Not available	Not available	Not available
17.The level of satisfaction of victims of crime with the service provided by the city of London police	Improving	Stable	Stable Positive	Stable Improving
18.The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job	Results in Qtr 3	Deteriorating	Next survey not until Oct 2016	Next survey not until Oct 2016

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 2016-19 at the end of the 1st quarter 2016-17 financial year (1st April 2016 – 31st March 2017). All relevant performance information is contained within Appendix ‘A’.
2. For Performance Management Group, measures are graded around whether performance is ‘satisfactory’, ‘requires close monitoring’ or ‘requires action’. For reports to your Sub Committee, 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 is provided.
3. As previous performance reports, a broad overview of wider Force performance is also included for Members’ information. This covers the 2nd -4th quarters 2015-16.

Current Position

Overview of Force Performance

4. A comparison with the same period in Q1 2015-16 shows that between 1st April 2016 and 30th June 2016:
 - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at 1087 offences, compared to 1107 offences at the same the previous year, a decrease of 20 offences (-1.8% reduction).
 - Crimes against statute, which includes drugs offences, possession of weapons, public order offences and ‘miscellaneous crimes against

society'², remained static compared to 2015/16, having recorded 186 offences within each period.

- At the end of June 2016, the total notifiable crime was down by -2.3%, 30 fewer offences (1263 crimes compared to 1293 the previous year).
5. In addition to those items reported in previous reports to your Sub Committee, notable Force achievements and activities during the period 1st quarter 2016/17 include:
- Community Policing officers ran Op Fuze on Friday (8 April), targeting illegal street gamblers on Tower Bridge. Officers engaged with Tower Bridge security to identify offenders and record offences of illegal street gambling on CCTV. Armed with the necessary intelligence, Community Policing deployed with other teams and adjoining Boroughs in a plain clothes operation arresting all offenders.
 - A South Wales man was arrested by the Money Laundering Unit in possession of bankers' drafts worth £30 million in what is believed to be the biggest ever money seizure made by UK law enforcement.
 - Police Intellectual Property Crime Unit (PIPCU) was showcased to Chinese officials – coinciding with World Intellectual Property Day on 26 April. Head of PIPCU, travelled through China for five days to address officials from the Chinese government, law enforcement agencies, academia and businesses about the bespoke unit's work in tackling intellectual property crime. The visit was conducted alongside the Director of Copyright and Enforcement at the UK Intellectual Property Office (IPO)
 - The force's Money Laundering Unit seized \$22 million six weeks after arresting a City broker on suspicion of using the futures market to launder money from a Russian organised crime group. Detectives took possession of the four cheques under the Proceeds of Crime Act (POCA) from a clearing firm, located in the Square Mile, after the company closed down the suspect's five trading accounts. The arrest and money seizure are the result of a four month investigation by MLIU, working closely with Intercontinental Exchange Inc (ICE), into suspicious trading on the futures market.
 - A man from Beckenham, South London was jailed after he was stopped in his car by plain clothes officers in Long Lane as part of ongoing proactive drugs Operation Hydrogen, run by the Major Crime Team targeting the supply of class A drugs in the City. He was sentenced at the Old Bailey to four years' imprisonment after pleading guilty to possession with intent to supply class A drugs (cocaine).

² These crimes include prostitution, going equipped for stealing, perjury, perverting the course of justice, and possession of false documents, amongst others.

- Two bank insiders and a gang of money launderers behind a series of frauds totaling over £400,000 have been sentenced to a total of 17 years in prison, following a successful operation by the Dedicated Card and Payment Crime Unit (DCPCU).
- A man was convicted at the Old Bailey (29 June) of murder following an extensive investigation by City of London Police detectives. He was found guilty of the murder of Kabba Kamara, who died in December last year having been stabbed. The conviction came following a four-week trial.

Performance against measures

6. **Measure 4 – The number of disposals from manned enforcement activities.** The number of disposals within the first quarter has continued on a downward trend. This is due in part to the operational priorities of UPD who have focused on drug stops in June (which was the lowest month of the quarter) as well as Op Atrium³ not being held in June. Figures for the first quarter 2015/16 gave 1040 disposals compared to the same period this year which recorded 755 disposals.
7. **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.** The events earmarked for survey to report on this measure currently take place in September and November. As such this will not be reported on until the 3rd Quarter 2016/17.
8. **Measure 6 – The number of victim-based violent crimes.** This measure is shown as deteriorating despite a quarterly fall of 2.2%. This is only due to an exceptionally low crime recording month in June. April and May within this period continued to show the small rise in this crime type but this was offset by a fall of 20 crimes that were recorded in June compared to the same month last year. With only one month in the quarter showing a reduction the Force has retained the assessment of this measure as deteriorating reflecting the long term trend and to highlight the continued challenge it faces in tackling this area.
9. **Measure 16 - The percentage of victims of fraud who are satisfied with the Action Fraud reporting service.** As reported in the previous three reports to your Sub Committee, data for this measure has been affected by the company providing the reporting service (BSS) going into administration during the autumn of 2015. The replacement interim company, Concentrix, was not able to obtain this data and it was therefore necessary to suspend this measure for 2015/16 financial year, this measure has been carried over to the 2016/17 Policing Plan but as yet the new system has not been sufficiently implemented by the contractor to actually inform on this measure. An online satisfaction channel for this measure has collected data at 79.78% as an interim indicator of victim satisfaction.

³ This is the Operation targeting cyclists/ HGV awareness

- 10. Measure 18 - The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job.** Only one annual perception survey is now completed, therefore the details that follow are as quarter 3 2015/16. The customer survey carried out in November/December 2016 had 371 respondents. 80.2% felt the Force is 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, 7.3% expressed dissatisfaction with how the City of London is policed. 12.5% of respondents expressed no opinion either way. The next perception survey will take place in late 2016 and is expected to be reported in November, an update on this measure will therefore be provided after this date as part of the quarter 3 overview.

Background Papers:

- **Appendix 'A' Performance Summary**

Contact:

Stuart Phoenix

020 7601 2213

Stuart.phoenix@cityoflondon.pnn.police.uk

APPENDIX A – PERFORMANCE SUMMARY FOR 1st APRIL – 30th JUNE 2016

Measure 1	The number 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)					
DATA SOURCES	UPD/I&I/Crime Directorate					
ASSESSMENT	Qtr 2 2015/16: STABLE	Qtr 3 2015/16: STABLE	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: STABLE		
Main measure						
Current Threat Level: Severe						
Fortnightly period	Number of hours units deployed	Total number of officers deployed	Total of Hours	Number of Stop & Searches Completed	Number of Arrests	Number of Terrorism Act Offences
w/c 04/04	178.58	237	921.9	18	6	0
w/c 11/04	125.84	195	586.02	14	1	0
w/c 18/04	130.17	218	913.51	72	2	0
w/c 25/04	144	171	847	20	5	0
w/c 02/05	156	194	871	21	1	0
w/c 09/05	151.7	215	865.6	13	5	0
w/c 16/05	162.84	225	800.02	11	5	0
w/c 23/05	113.65	178	632.95	17	2	0
w/c 30/05	123.13	207	521.39	5	2	0
w/c 06/06	115.75	221	581.5	28	3	0
w/c 13/06	104.214	217	440.73	10	3	0
w/c 20/06	134.4	262	587.4	14	2	0

Note: this aspect of the measure is new and therefore it is not possible to supply historic comparative data., 2014/15 & 2015/16 data has been included for the supplementary information below.

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	46	43	37									
Percentage consider Force capable	97%	98%	97%									
2015/16 levels	100%	98%	98%	98%	n/a	95%	98%	85%	95%	n/a	97%	95%
2014/15 levels	99%	100%	96%	100%	98%	99%	99%	100%	98%	n/a	98%	98%
Number Argus Attendees												
Number Argus Attendees	136	131	96									
Percentage consider Force capable	100%	100%	100%									
2015/16 levels	100%	100%	100%	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%

Measure 2	The percentage of those surveyed who are confident 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 “Do you feel reassured by the work done by the City of London Police to protect the City from terrorism. Respondents will be asked what 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: STABLE	Qtr 2	Qtr 3	Qtr 4																																			
<table border="1"> <thead> <tr> <th>Do you feel reassured by the work done by the City of London Police to protect the City from terrorism?</th> <th>Qtr 1</th> <th>Qtr 2</th> <th>Qtr 3</th> <th>Qtr 4</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>88.6%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>2015/16</td> <td>-</td> <td>-</td> <td>-</td> <td>90.4%</td> </tr> </tbody> </table> <p>The Quarter 1 respondents numbered 712. The question used to report this on this measure for 2016/17 differs so no direct comparison to previous data can be made, data for 2013-2016 is provided below for reference. The question asked within the current survey was asked within the 4th quarter 2015/16 where the Force achieved 90%. Therefore the Force is currently performing stable to the results of the previous quarter.</p> <table border="1"> <thead> <tr> <th>How confident are you that the City of London is protected from terrorism?</th> <th>Qtr 1</th> <th>Qtr 2</th> <th>Qtr 3</th> <th>Qtr 4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>69%</td> <td>72.2%</td> <td>62.05%</td> <td>68.3%</td> </tr> <tr> <td>2014/15</td> <td>90%</td> <td>85.7%</td> <td>87.1%</td> <td>80.6%</td> </tr> <tr> <td>2013/14</td> <td>90.7%</td> <td>84.5%</td> <td>89.1%</td> <td>88.5%</td> </tr> </tbody> </table>					Do you feel reassured by the work done by the City of London Police to protect the City from terrorism?	Qtr 1	Qtr 2	Qtr 3	Qtr 4	2016/17	88.6%				2015/16	-	-	-	90.4%	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%	68.3%	2014/15	90%	85.7%	87.1%	80.6%	2013/14	90.7%	84.5%	89.1%	88.5%
Do you feel reassured by the work done by the City of London Police to protect the City from terrorism?	Qtr 1	Qtr 2	Qtr 3	Qtr 4																																			
2016/17	88.6%																																						
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Measure 3	The education and enforcement activities delivered to support 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 in any activity aimed at road users (drivers, cyclists, motor cyclists and vulnerable road users (including pedestrians)) intended to educate road users for better or more responsible road use.			
MEASUREMENT	Reporting against this measure will entail providing details of activities conducted together with the reasons why those events have taken place and anticipated impact. The City's KSI levels will be provided for information. 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			
ASSESSMENT	Qtr 2 2015/16: STABLE	Qtr 3 2015/16: STABLE	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: STABLE
April 2016				
<ul style="list-style-type: none"> • Community Roadwatch - City Police and volunteers from the Corporation deploy once a week to monitor the 20mph speed limit. The volunteers are shown how to operate the speed gun and they detect offenders, write down registration details and a warning letter is sent to the registered keeper. This month 33 x 1st warning letters have been sent out. 				
May 2016				
<ul style="list-style-type: none"> • Speed Campaign – 20mph zone, 45 x Traffic Offence Reports issued to drivers exceeding 20mph. 8 x EFPNs and 7 x process. • Mobile Phones and Seat belt Campaign – Phones 70 x Traffic Offence Reports issued, 2 x Endorsable tickets issued. Seat Belts 47 TORs and 2 EFPNs • Community Roadwatch - This month 20 x 1st warning letters have been sent out. 				
JUNE 2016				
<ul style="list-style-type: none"> • Speed Campaign – 20mph Zone: 31 x Traffic Offence Reports issued, 11x Endorsable tickets issued. • Seat Belts: 2 x Traffic Offences Reports Issued. • Mobile Phones: 112 x Traffic offence reports issued and 11 Endorsable tickets issued. Transport and Highways Operations Group (THOG) officers currently have access to the driving school Mondeo and are detected more offences using the covert vehicle. • Community Roadwatch - This month 20 x 1st warning letters have been sent out. 				

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
2014/15	5	9	5	6	3	4	4	4	8	3	5	1	57
2015/16	2	6	4	4	4	3	2	3	3	4	3	3	39
2016/17	3	4	3										10

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 2 2015/16: IMPROVING	Qtr 3 2015/16: DETERIORATING	Qtr 4 2015/16: IMPROVING	Qtr 1 2016/17: DETERIORATING
<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> <p>Please see table overleaf.</p>				

April 2015 - March 2016													
Month	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	TOTAL
Without due care and attention - TOR	8	1	2	8	10	5	5	3	9	15	7	10	83
Without due care and attention - EFPN	1	2	0	0	0	1	1	0	1	4	0	2	12
Without consideration to others - TOR	1	1	1	3	3	0	1	0	1	1	1	1	14
Without consideration to others - EFPN	0	0	0	0	0	0	0	0	0	0	1	0	1
Community Road Watch 1st warning letter sent for speeding in 20mph zone	0	0	0	0	0	0	0	0	0	28	73	72	173
Speed 20 - TOR	20	82	32	27	43	59	24	95	15	90	63	15	565
Speed 20 - EFPN	3	26	3	3	12	10	6	21	3	9	20	7	123
Speed 30 - TOR	34	6	2	0	0	0	0	0	0	0	0	0	42
Speed 30 - EFPN	12	7	2	4	0	0	0	0	0	0	0	0	25
Seatbelts - TOR	13	28	7	9	1	28	17	6	3	10	7	7	136
Seatbelts - Ticket	2	5	4	3	5	4	2	4	2	1	3	2	37
Mobile phones - TOR	6	6	8	23	14	16	10	11	17	14	9	14	148
Mobile phones - EFPN	14	11	12	15	21	14	15	9	8	11	12	13	155
Op Atrium	0	97	93	117	195	150	147	84	0	231	126	92	1332
Number attending Op Atrium Road Show	0	58	59	76	115	88	112	52	0	165	85	68	878
Safe Ride Safe Road	119	46	34	70	22	21	4	15	7	15	12	27	392
SRSR who completed the course	108	36	28	37	22	17	3	15	7	9	4	8	294
TOTAL	341	412	287	395	463	413	347	315	73	603	423	338	4410
Quarterly totals	1040			1271			735			1364			4410

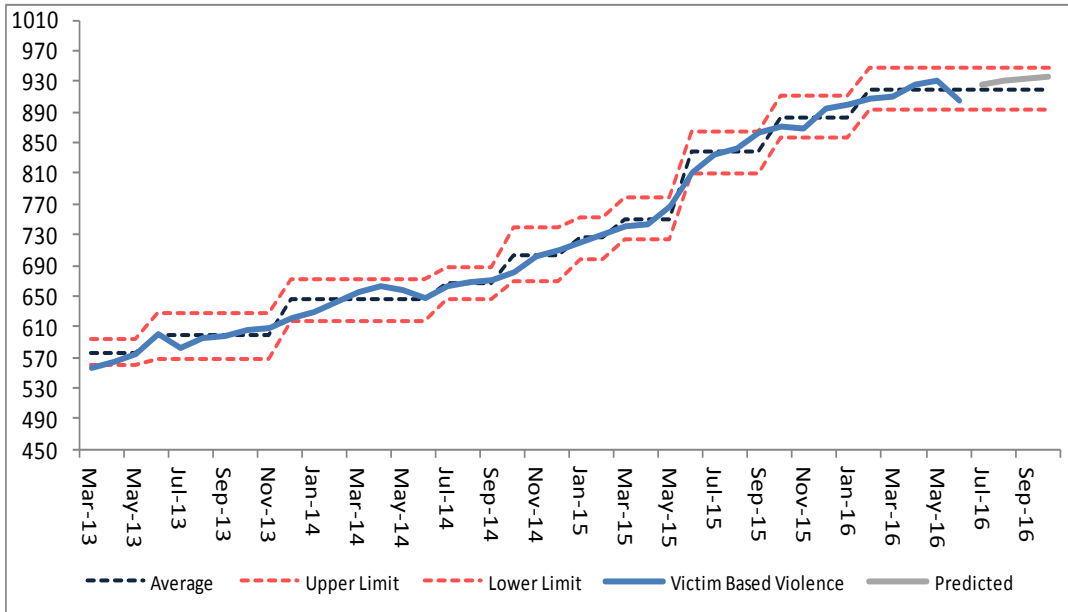
There is no discernible monthly trend when looking at the individual categories, however, amalgamating the totals into quarterly totals indicates a decline over the third quarter which was compensated over the fourth quarter, and which represented the most successful quarter of the financial year.

April 2016 - March 2017													
Month	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March	TOTAL
Without due care and attention - TOR	17	12	18										
Without due care and attention - EFPN	0	1	0										
Without consideration to others - TOR	1	0	0										
Without consideration to others - EFPN	0	0	0										
Community Road Watch 1st warning letter sent for speeding in 20mph zone	31	20	20										
Speed 20 - TOR	104	45	31										
Speed 20 - EFPN	19	8	11										
Speed 30 - TOR	0	0	0										
Speed 30 - EFPN	0	0	0										
Seatbelts - TOR	13	13	2										
Seatbelts - Ticket	3	2	0										
Mobile phones - TOR	34	67	112										
Mobile phones - EFPN	10	2	11										
Op Atrium	65	67	0										
*Number attending Op Atrium Road Show	31	39	0										
Safe Ride Safe Road	4	6	6										
SRSR who completed the course	0	0	0										
TOTAL	301	243	211										755
Quarterly totals	755												755

*The Atrium roadshow attendance figures are not included in the total as it is an educational activity rather than an enforcement activity.

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 2 2015/16: STABLE	Qtr 3 2015/16: IMPROVING	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: NO SURVEY																				
<table border="1"> <thead> <tr> <th>Event</th> <th>Date</th> <th>Satisfaction rate</th> <th>TREND</th> </tr> </thead> <tbody> <tr> <td>Police Memorial</td> <td>September 2016</td> <td></td> <td></td> </tr> <tr> <td>Lord Mayor’s Show</td> <td>November 2016</td> <td></td> <td></td> </tr> </tbody> </table>					Event	Date	Satisfaction rate	TREND	Police Memorial	September 2016			Lord Mayor’s Show	November 2016										
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<table border="1"> <tbody> <tr> <td>Total number of responses</td> <td></td> <td>2013/14 average</td> <td>90.0%</td> </tr> <tr> <td>Total number satisfied</td> <td></td> <td>2014/15 average</td> <td>90.2%</td> </tr> <tr> <td>Overall Satisfaction rate</td> <td></td> <td>2015/16 average</td> <td>94.5%</td> </tr> <tr> <td></td> <td></td> <td>2016/17 average</td> <td></td> </tr> </tbody> </table>					Total number of responses		2013/14 average	90.0%	Total number satisfied		2014/15 average	90.2%	Overall Satisfaction rate		2015/16 average	94.5%			2016/17 average					
Total number of responses		2013/14 average	90.0%																					
Total number satisfied		2014/15 average	90.2%																					
Overall Satisfaction rate		2015/16 average	94.5%																					
		2016/17 average																						
There was no survey undertaken for the 1 st quarter 2016/17.																								

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 2 2015/16: DETERIORATING			Qtr 3 2015/16: DETERIORATING			Qtr 4 2015/16: DETERIORATING			Qtr 1 2016/17: DETERIORATING			
Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD
2010-11	38	35	35	32	32	47	56	49	49	58	48	53	532
2011-12	32	44	37	51	50	47	34	57	56	46	58	57	569
2012-13	42	40	39	53	41	47	51	57	53	41	45	47	556
2013-14	51	50	63	36	54	50	59	59	67	49	57	60	655
2014-15	58	45	52	53	59	52	71	80	74	62	69	75	750
2015-16	61	67	96	76	67	72	79	77	100	63	74	74	906
2016-17	77	72	70										



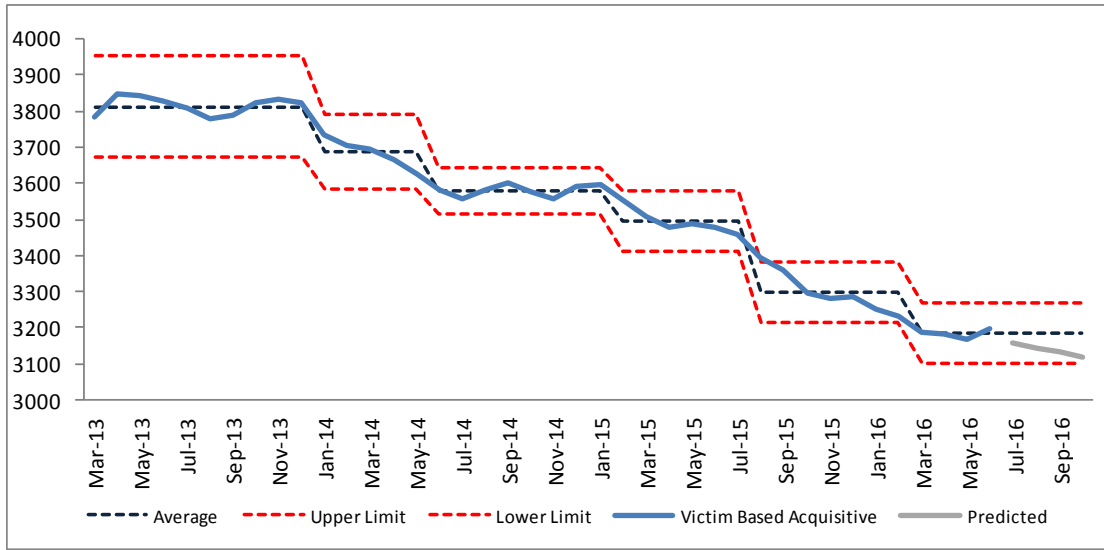
Based on reportable data during June 2016 there were 70 victim based violent crimes, (26 less than the same month last year).

FYTD stands at 219 crimes compared to 224 last year (-2.2%).

The FY end prediction is showing a monthly decrease and it now stand at 954 crimes.

Based on HO data as of May 16 Nationally violent crime is showing a 13.12%% increase while Westminster showing an increase of 4.22%.

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 2 2015/16: STABLE/IMPROVING				Qtr 3 2015/16: STABLE/IMPROVING				Qtr 4 2015/16: STABLE/IMPROVING			Qtr 1 2016/17: STABLE	
Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2010-11	338	320	358	340	311	307	381	314	308	285	298	373	3,933
2011-12	328	372	459	329	334	359	268	300	253	304	319	380	4,005
2012-13	280	318	334	367	316	268	311	296	271	339	332	351	3,783
2013-14	345	313	319	344	287	279	347	308	258	250	306	341	3,697
2014-15	314	275	272	319	311	300	325	287	291	254	265	295	3,508
2015-16	285	285	263	297	248	264	261	272	301	215	245	258	3,194
2016-17	281	269	295										

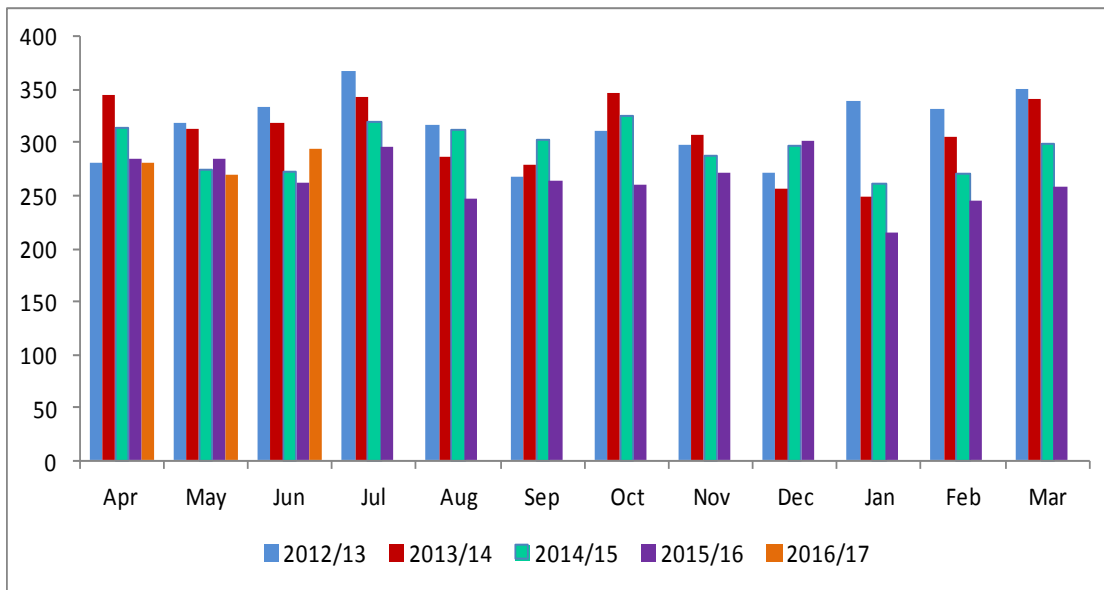


Based on reportable data during June 2016 there were 295 victim based acquisitive crimes, (32 more than the same month last year).

FYTD stands at 845 crimes compared to 833 last year (+1.4%).

Predictions based on the current 12 rolling month trend suggest the force will end the year with 3054 offences.

Based on HO data as of May 16 Nationally Acquisitive crime is showing a 4% reduction while Westminster showing a reduction of 6.76%.



Victim Based Acquisitive: 12 Crimes over when compared to the same period last year (based on finalised data):

- End of year prediction is 3054 Crimes (-4.4%).
- 295 Victim based Acquisitive crimes was recorded in June which is 32 more than last year.

Vehicle offences:

- CoLP year-end predictions is +57.8% (63) increase (this is due to the low number of crimes within this category compared to figures reported by other forces).
- Nationally year-end predictions is +2.7% increase
- Met year-end predictions is +3.5% increase

Measure 8	The capacity and capability of the Force to deal with the threat posed by cyber crime.			
AIM/RATIONALE	To implement the Force Cyber Crime Strategy and ensure that the Force has the appropriate capability to respond effectively to the threat and harm posed by cyber enabled and cyber crime within the City of London, and support national and regional obligations under the Strategic Policing Requirement			
DEFINITIONS	NA			
MEASUREMENT	<p>Measurement: The measurement of this will be provided by a narrative assessment quarterly by the Chair of the Cyber Crime Working group. Figures will be provided on the following:</p> <ul style="list-style-type: none"> • Number of Officers/staff trained using the college of policing mainstream cyber training. This is the minimum training requirement for front line staff. • Number of officers/staff trained within niche departments on using the “Fire Brand” training. • The High tech crime unit (Bespoke training courses delivered to staff) • DMI role, the number of DMI trained within Force. <p>Additionally we will be able to record the Force commitment to Op Falcon and record the number of staff seconded to this Op who will be gaining skills and expertise in cyber investigation.</p> <p>GUIDE: IMPROVING: The Force has the appropriate capability to effectively deal with the Cyber threat facing the City of London. STABLE: The Force has the appropriate capability to deal with the cyber threat facing the city of London, however aspects of this are still developing maturity within their use and roll out with partners. DETERIORATING: The Force does not have the appropriate capability to deal with the threat level.</p>			
ASSESSMENT	Qtr 1: STABLE	Qtr 2:	Qtr 3:	Qtr 4:
<p>This is a new measure for the 2016/17 Policing Plan reflecting the increased activity the Force is undertaking to manage the threat of Cyber crime facing the City. No direct comparison is possible with previous information and performance criteria.</p> <p><u>Mainstream Cyber Crime Training.</u></p> <p>There are currently 487 staff across the organisation who have received the College of Policing accredited programme of Mainstream Cyber Crime Training. There are additional courses scheduled every month until the end of the 16/17 period. This number includes staff from most relevant departments including support staff roles involved in the assessment of crime at point of receipt.</p> <p><u>Digital Media Investigators.</u></p> <p>There are 6 trained Digital Media Investigators (DMI’s) trained across the force.</p>				

Digital Media Investigators (DMI's) are Tactical Advisors to SIO's & IO's. They are trained and part of an ongoing CPD programme that maintains their knowledge and awareness of developing technological support that can be applied to serious and volume crime.

Fire Brand Training.

7 operational front line staff have attended the accredited 'Fire Brand' training.

This programme is considered to be advanced level training in relation to more complex cyber crime including network intrusion or hacking.

Operation FALCON – Regional Capability.

2 Detective Constables continue to be on funded secondment with the MPS Operation FALCON team. They are both located within the Enforcement area of the team. We have not been required to escalate any enquiries to the regional capability in Q1.

Crime Levels & Trends.

Within this crime year there have been the following flagged Cyber Crimes reported. *(Including Action Fraud referrals)*

April – 5 Crimes

May – 7 Crimes

June – 6 Crimes. *(of which 1 crime has been transferred to MPS)*

Of these crimes there are only two 'Pure Cyber' investigations, one a Distributed Denial of Service (DDoS) attack in which a demand for payment of Bitcoins was made. No DDoS attack was made. The second investigation is an offence under Computer Misuse Act where former employee has is alleged to have made unauthorised deletions of data.

8 are recorded as Harassment or Malicious Communications.

1 offence refers to Indecent Images of Children (IIOC)

Under Reporting.

Media coverage of Cyber Incidents continues to re-enforce belief that Cyber Crime is significantly under reported.

Measure 9	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 2 2015/16: IMPROVING	Qtr 3 2015/16: IMPROVING	Qtr 4 2015/16: IMPROVING	Qtr 1 2016/17: IMPROVING

	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
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	67	92	55
2016-2017	79	51	65									

April 2015 – June 2015: 221

April 2016 – June 2016: 195

An operational summary for June is provided for reference below

Operation Fennel -

Operation Fennel continues to run with 2 PCSO's permanently tasked with this important work, but which is currently in the process of being phased out, after the introduction of Operation Alabama and the issuing of Community Protection Notices (CPNs).

Operation Alabama -

Operation Alabama has continued with positive results. Operation Alabama is a targeted intervention and enforcement strategy working in partnership with the Metropolitan Police in the use of CPNs. The operation utilises the powers under the Crime and Police Act 2014. In the last month the intervention team have issued 15 CPN warnings resulting in 3 arrests and summons for vagrancy offences. This brings the total number of CPN's issued to 189, with 19 arrests.

Operation Fuse –

Operation Fuse continues to run. This is a tri-borough multi agency approach to dealing with antisocial behaviour on the Bridges along the Thames. Officers have continued to conduct the operation with MPS and UKBA staff. During June 7 people were arrested, which resulted in 4 Criminal Behaviour Orders being issued. This has significantly reduced the number of calls to our bridges in response to complaints of illegal gamblers and illegal street traders.

Architectural Liaison Work –

Our architectural liaison officers have been working closely with new developments in the City of London. We have had 5 new referrals in the past month for current and forthcoming developments. This is extremely important work, which aims to build out crime. Our ALO has also been requested for 8 Crime Reduction Surveys from buildings.

Youth Engagement –

Our youth engagement team have been working with the local schools and youth groups busily planning for the summer engagement programs and also the new school term in September. Topics that have been developed have been Legal Highs and Child Sexual Exploitation, which will be delivered to all of our schools. The Cadets have been utilised recently on Operation Ice, providing members of the public with leaflets and advice on the use of mobile phones in public areas, how to keep safe etc.

DARE continues as a highly popular school programme within the City of London Schools. During June, we had 5 DARE graduation ceremonies, with 150 excited children. Our officers commit to 10, 1 hour lessons over the course of 10 weeks, educating the children on life-skills, drugs and alcohol awareness.

Operation Atmosphere –

Operation Atmosphere is an initiative run by Community Policing, with our crime prevention officers targeting the Top 10 shoplifting spots of the month. These stores get a visit from a crime prevention officer, who conducts a Crime Audit on the store, providing detailed advice on crime reduction methods. The officers then continue to follow up with the stores, working towards making the stores a hostile environment for shoplifters. The top 10 stores in June all received Crime Audits.

Operation Atrium –

Community Policing continue to support and assist the operation when run with road safety remaining a high priority.

Community Surgeries –

Community policing have been running more open air surgeries in order to capture a wider audience. These have been run at a number of locations around the City of London and have proved incredibly popular. A recent example was at Fortune Street Park Fair, utilising the cycle trained officers to do Cycle Marking and offer cycle ability training and officers and cadets providing advice and answering questions. More have already been planned for future events.

Prevent –

Our officers continue to provide support to Businesses, Local Authority and educational institutes in Prevent matters.

Operation Orders –

Our officers have assisted in a large number of functions providing Police presence, providing the guests and dignitaries with a positive image of the force.

Community Engagement –

At the core of our policing priorities, the department have dedicated a significant number of hours to engaging with the community we serve. Covering the estates and businesses we continue to develop our relationship with our “Everybody Stands Together” strapline.

ASB Victim Satisfaction

A Satisfaction Survey designed by Communities and Partnerships department has been used to obtain feedback regarding the Victim/Witnesses response to how Police dealt with the incidents, a dip sample of 17 CADs was chosen for the survey in this period (out of these 12 replied, 2 were not willing to participate and 3 did not reply). The questions used in the survey are as follows:

- How did you find our service?
- What went well?
- What did not go so well?
- How can we improve?
- On a scale of one to ten, how did you find our service?

Whilst carrying out the survey it was noted that common theme of comments in relation to Police response “How did you find our service?” were as follows:

- Quick efficient response from police service
- Residents also appreciated that police responded to incidents that were not perceived by residents to be Police concerns such as noise issues that had not been resolved by the local authority.

Common themes of answers in relation to “What went well?” were as follows;

- Police attended and gave feedback.
- Residents felt listened to.
- Issues resolved in a timely manner.
-

Common themes of answers in relation to “What did not go so well?” were as follows:

- Issues that have taken longer than an hour to resolve are seen as not a quick enough response.
- When the Metropolitan Police have responded due to the City of London Police having no officers available this is seen as a reduced level of service.
-

The feedback for the level of service satisfaction, 1 representing a poor service and 10 representing a positive experience, was as follows:

- A score of 10 was the most frequently occurring score.
- Scores ranged from 5 as the lowest and 10 as the highest.
- Average score for satisfaction was 8/10.
- As a percentage those that scored 6/10 or over from the residents surveyed was **91.66%**.

MEASURE 10	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. As well as fighting fraud the ECD 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> <p>"Point of Survey" - Victims are surveyed at the end of the investigation process, the investigation is considered closed when a disposal is made or when the case is put away with no further action.</p> <p>"Valid Responses" – Valid responses are responses that range from very satisfied to very dissatisfied. Non-valid responses, which include Don't Know or N/A are excluded.</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: During 15/16 the satisfaction level was 76%. Although this figure has increased further improvements can still be made to reach parity with other satisfaction figures.</p> <p>IMPROVING: Increasing % or within 10% of previous 15/16 average of overall victim satisfaction (Currently 70%).</p> <p>STABLE: Quarters data below the threshold of 15/16 average.</p> <p>DETERIORATING: Two consecutive quarters below threshold of the 15/16 average.</p>								
ASSESSMENT	Qtr 2 2015/16: STABLE/ IMPROVING		Qtr 3 2015/16: IMPROVING		Qtr 4 2015/16: STABLE		Qtr 1 2016/17: IMPROVING		
		15/16 Ave	Q1	Q2	Q3	Q4	16/17 YTD	15/16 YTD	YTD % Change
	Overall satisfaction with service from ECD officers taking the whole experience into account (Valid responses).	76%	100%				100%	70%	▲30%
	Level of satisfaction in outcome of investigation (Valid Responses)	70%	100%				100%	63%	▲37%
	Number of invitations sent to victims to participate.	67	TBC				TBC	103	-
	Number of victims completing survey.	30	10				10	47	▼78%
<p>2014/15 AVERAGE: 68% (introduced in 2014/15 therefore no 2013/15 levels available)</p> <p>2015/16 AVERAGE: 76%</p> <p><u>Analysis of trends and activity</u></p> <p>All respondents completing the survey stated 100% satisfaction with the service provided by officers from the Economic Crime Directorate, with 5 responding they were "Very satisfied" and 5 responding they were "Fairly satisfied". At the time of reporting only headline figures were available and further analysis of the data cannot be conducted until the full data set is available.</p>									

MEASURE 11	The number of City Fraud Crimes Investigated resulting 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 Investigation 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 Investigation" 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> <ol 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:</p> <p>SATISFACTORY: Increasing % or within 10% of previous 15/16 average of all City fraud crimes resulting in a positive action.</p> <p>CLOSE MONITORING: Monthly data below the 10% threshold of 15/16 average.</p> <p>REQUIRES ACTION: Two consecutive months below the 10% threshold of the 15/16 average.</p>															
ASSESSMENT	Qtr 2 2015/16: STABLE				Qtr 3 2015/16: STABLE				Qtr 4 2015/16: STABLE				Qtr 1 2016/17: STABLE			
Month	15/16 Ave	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	15/16 YTD	16/17 YTD	YTD % Change
% of City Fraud Investigations resulting in a positive outcome.	100%	100%	100%	100%										100%	100%	-
Total number of City Fraud Investigations reaching point of outcome.	2	2	4	1										2	2	-
Total number of City Fraud Investigations resulting in a positive outcome.	2	2	4	1										2	2	-
Commentary																
<p>23 ECD investigations reached the point of outcome in June 2016. Of these 23 investigations, 1 took place within the jurisdiction of the City of London and resulted in a charge. As 100% (1/1) of the City fraud investigations reaching point of outcome resulted in a positive outcome this measure has been assessed as satisfactory.</p> <p>The other 22 investigations that reached point of outcome were excluded from this measure for the following reasons:</p> <ul style="list-style-type: none"> • 20 involved crimes that took place outside of the City of London. <p>2 were non-qualifying investigation types.</p>																

MEASURE 12	The value of fraud prevented through interventions															
AIM/RATIONALE	To 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:</p> <p>IMPROVING: Within 10% of 15/16 average or increasing value of fraud prevented through interventions.</p> <p>STABLE: Quarters data below the 10% threshold of 15/16 average value of fraud prevented through interventions</p> <p>DETERIORATING: Two consecutive quarters below the 10% threshold of the 15/16 average value of fraud prevented through interventions</p>															
ASSESSMENT	Qtr 2 2015/16: IMPROVING				Qtr 3 2015/16: IMPROVING				Qtr 4 2015/16: IMPROVING				QTR 1 2016/17: IMPROVING			
	15/16 Ave	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	16/17 YTD	15/16 YTD	YTD % Change
Total value of fraud prevented through ECD interventions.	£103,835,661	£307,803,175	£405,359,651	£363,996,945										£760,099,265	£239,047,205	▲218%
<u>Analysis of trends and activity</u>																
<p>In June 2016 an estimated £363,996,945 worth of fraud was prevented through the work of the ECD. This is 250% higher than the 2015/16 average; as a result the measure is assessed as satisfactory. This increase in interventions can again be attributed to PIPCU's work under Op Ashiko. Additional resources have been provided to Op Ashiko in the short term in order to achieve a total of 10,000 suspension requests since its inception, which has now been achieved. After some of the resources are reduced it is expected that the number of suspension requests will reduce slightly.</p> <p>It should be noted that the data used to calculate this measure has been amended to provide a more accurate figure, the PIPCU disruption figure is now confirmed websites taken down, not websites requested to be taken down. As this figure takes longer to confirm it will be reported one month behind. The data for April and May have been backdated to use this new methodology.</p>																

MEASURE 13	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”: - The percentage comparison of the total number of crimes reported to Action Fraud compared to the total number of outcomes reached that are reported to NFIB. This is a cumulative figure taking into account all crimes reported and reaching outcome since 2013.</p> <p>“To-date % Change”: - This will show the % difference between the attrition rate at the close of the quarter and the attrition rate at the close of 2015/16.</p> <p>“Crimes Disseminated”:- 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 1-21 (This only applies to police services and only includes those outcomes reported to the NFIB registrar).</p>			
MEASUREMENT	<p>The ECD will report quarterly on the total number of Action Fraud reports received, disseminated and reaching outcome to produce the attrition rate.</p> <p>GUIDE: IMPROVING: Increasing % or within 10% of the attrition rate reported at the close of 2015/16. (Currently 8.5% and above). STABLE: Quarters data below the 10% threshold of the to-date 15/16 attrition rate. DETERIORATING: Two consecutive quarters below the 10% threshold of the to-date 15/16 attrition rate.</p>			
ASSESSMENT	Qtr 2 2015/16: IMPROVING	Qtr 3 2015/16: IIMPROVING	Qtr 4 2015/16: IMPROVING	Qtr 1 2016/17: 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.		
				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
Q4 2014/15	62,980	18,060	10,339	16.4%	57.2%	28.7%	6.1:1	1.7:1	3.5:1
2014/15	246,848	64,187	23,142	9.4%	36.1%	26.0%	10.7:1	2.8:1	3.8:1
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
Q4 2015/16	58,386	18,153	9,980	17%	54.9%	31.1%	5.8:1	1.8:1	3.2:1
2015/16 YTD	234,201	75,893	37,013	15.8%	48.7%	32.4%	6.3:1	2:1	3:1
Q1 2016/17	65,204	34,194	17,453	27%	51%	52%	3.7:1	1.9:1	1.9:1
Q2 2016/17									
Q3 2016/17									
Q4 2016/17									
2016/17 YTD	65,204	34,194	17,453	27%	51%	52%	3.7:1	1.9:1	1.9:1

The table on the following page takes the quarter 1 activity from 2016/17 and assesses it against the cumulative information from April 2013 to the end of the 2015/16 financial year.

	Apr 13 – Mar 16	Q1 (Apr 13 – June 16)	Q2 (Apr 13 – Sep 16)	Q3 (Apr 13 – Dec 16)	Q4 (Apr 13 – Mar 17 16)	To-date % Change
Total cumulative crimes reported to AF.	707,141	772,345				▲ 9.2%
Total cumulative crimes disseminated.	189,249	206,702				▲ 9.2%
Total cumulative outcomes reported to NFIB	69,207	75,817				▲ 9.6%
The number of Judicial Outcomes	30,394	32,109				▲ 5.6%
The number of Non- Judicial Outcomes (NFA)	38,813	43,708				▲ 12.6%
Attrition rate	9.8%	9.8%				0%

Analysis of trends and activity

The attrition rate between Apr 13 and June 16 amounts to **9.8%** which is the same rate as the end of Mar 16. This rate is made up from the number of outcomes reported divided by the number of crime reports made to Action Fraud during the period. During Q1 (Apr – Jun) there has been consistent increase in the number of crimes reported and the proportion disseminated to forces. During Q1 (Apr – Jun), **65,204** Crimes had been reported to Action Fraud, with **17,453** crimes disseminated to forces. **6,610** outcomes have also been reported during this period. This amounts to a quarterly attrition rate of 10.1% slightly higher than the cumulative total.

MEASURE 14	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 percentage of Customer Complaints against number of action fraud reports received”: - 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"> • Lack of update – When the victim hasn’t been updated on the status of their report, • Dissatisfaction with a letter received – No satisfied with the content/tone of status update letters • Quality of communication with the contact centre – Poor standards of service • Dissatisfaction with a specific aspect of the action fraud process- such as the criteria used to determine whether a report qualifies as a report of fraud. <p>“Number of new victim complaints”: - This refers to the volume of fraud reporting victims who have submitted a complaint to PSD in relation to an aspect of the service received by Action fraud in a month.</p> <p>“Complaints resolved”:- This refers to the volume of complaints resolved in a month. A complaint resolution is when the victim’s complaint has been responded to in writing.</p> <p>“Complaints outstanding”: - This refers to the volume of complaints that have not yet been resolved.</p> <p>(1) “Number of reports received”: - This refers to the number of reports (both crime and information) made to Action Fraud in the period.</p>			
MEASUREMENT	<p>GUIDE: The % of complaints compared to the number of reports received by Action Fraud in 2015/16 was TBC%. This figure will be will be used as a bench mark for which the satisfaction will be measured</p> <p>GUIDE: IMPROVING: Within 10% of 15/16 average of complaints compared to reports (Currently 0.05%).</p> <p>STABLE: Months data below the 10% threshold of 15/16 average of complaints compared to reports.</p> <p>DETERIORATING: Two consecutive months below the 10% threshold of 15/16 average of complaints compared to reports.</p>			
ASSESSMENT	Qtr 2 2015/16: DETERIORATING	Qtr 3 2015/16: STABLE/ IMPROVING	Qtr 4 2015/16: STABLE/DETERIORATING	Qtr 1 2016/17: STABLE/IMPROVING

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

Month	15/16 Ave	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	16/17 YTD	15/16 YTD	YTD % Change
% of complaints compared to reports	0.04%	0.09%	0.04%	0.03%										0.07%	0.04%	▲0.03%
Number of reports received	31,145	30,966	32,248	37,432										63,214	66,556	▼5%
Number of new victim complaints	13	29	14	12										43	18	▲138%
Number of complaints resolved	12	30	20	20										50	11	▲355%
Number of complaints outstanding	11	13	8	0										-	-	-

Analysis of trends and activity

In June 2016, **12** complaints were received by PSD relating to Action Fraud, this equates to **0.03%** of complaints compared to crime and information reports made. The average percentage of complaints compared to reports made in 2015/16 was **0.04%**, therefore this month the measure is assessed as satisfactory. A breakdown of the categories of the complaints made can be viewed below. The most common cause of complaint was a perceived lack of investigation; this was also the most common cause of complaint in April and May of this year.

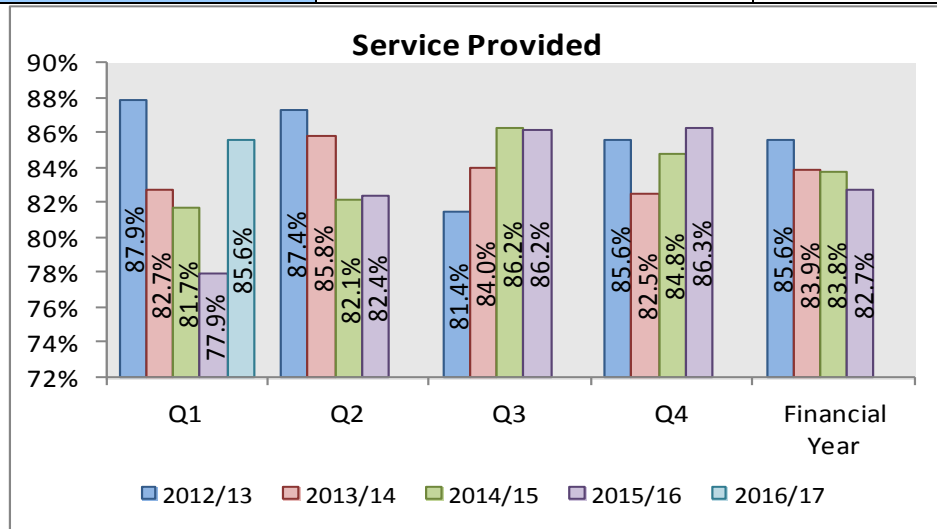
Category of Complaint	Volume
Lack of Investigation	9
No update on reported crime	2
Longer than 28 days with no update on reported crime	0
Other	1

MEASURE 15	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: Within 10% of 15/16 average or increasing value of ROI. (currently £42.12)</p> <p>STABLE: Quarters data below the 10% threshold of 15/16 average value of ROI.</p> <p>DETERIORATING: Two consecutive quarters below the 10% threshold of the 15/16 average value of ROI.</p>			
ASSESSMENT	Qtr 2 2015/16: IMPROVING	Qtr 3 2015/16: IMPROVING	Qtr 4 2015/16: DETERIORATING	Qtr 1 2016/17: IMPROVING
	Q1	Q2	Q3	Q4
ROI 2014/15	£45.70	£57.67	£60.33	£23.51
ROI 2015/16	£37.49	£61.38	£61.68	£19.60
ROI 2016/17	£41.18			
<u>Analysis of trends and activity</u>				
The ECD return on investment (RIO) during quarter 1 is £41.18 . This figure currently sits within the 10% 15/16 average threshold of £45.06 and is therefore regarded as satisfactory. When comparing the RIO YTD with the PYTD there has been a 10% increase.				

MEASURE 16	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 2 2015/16: See commentary		Qtr 3 2015/16: See commentary		Qtr 4 2015/16: See commentary		Qtr 1 2016/17: See commentary	
	15/16 Ave	Q1	Q2	Q3	Q4	16/17 YTD	15/16 YTD	YTD % Change
% of Victims satisfied with service in period.	Not available	Not available						
Number of reports (crime and Information) to AF	Not available	Not available						
Number of people completing survey.	Not available	Not available						
<u>Analysis of trends and activity</u>								
Action Fraud satisfaction data collected via the automated telephone service is not available for Q1. This data was previously collected by Broadcasting Support Service (BSS) who went into administration in July 2015. Concentrix, the company that replaced BSS, are not yet set up to measure satisfaction via telephone. The new telephone survey service is currently in the development stages and its implementation is anticipated within Q3 2016/17 alongside the introduction of the new Action Fraud system.								
Satisfaction via the online channel could be collected and can be viewed on the following page. 79.78% of those surveyed were happy with the online Action Fraud Service.								

	15/16 Ave	Q1	Q2	Q3	Q4	16/17 YTD	15/16 YTD	YTD % Change
% of Victims satisfied with <u>online</u> service in period.	80.21%	79.78%					82.47%	
Number of reports completed <u>online</u> (crime and Information)	31,989	53,541					33,367	
Number of people completing <u>online</u> survey.	1,575	1,726					1,295	

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 2015-16 the average for whole experience was 82.7%. 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 2 2015/16: STABLE/IMPROVING	Qtr 3 2015/16: STABLE	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: STABLE/IMPROVING



	Ease of Contact	Action	Follow up	Treatment	Whole Experience
Q1 2015/16	90.9%	71.4%	80.9%	91.5%	77.9%
Q1 2016/17	95.7%	83.7%	82.2%	94.4%	85.6%

Due to the effects of the Crime unit over the past FY, there has been an increase in all the satisfaction measures for Q1 when compared to last FY Q1.

National Data Comparison is not yet available.

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 an annual 'customer' survey 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	NO INFORMATION FOR 2016/17
<p>The survey was completed during November/December 2015 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> <p>This measure is reported annually and it is expected that this measure will be reported at November 2016 PMG.</p>	