Committee(s): Police: Performance and Resource Management Sub-Committee	Date: 30th November 2016
Subject: 2nd Quarter Performance against measures set out in the Policing Plan 2016-19	Public
Report of: Commissioner of Police Pol 53-16	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 September 2016.

Measure	TREND Qtr 3 (15/16)	TREND Qtr 4 (15/16)	TREND Qtr 1 (16/17)	TREND Qtr2 (16/17)
1. The number of specific counter terrorism deployments tasked that are completed.	Stable	Stable Positive*	Stable	Stable Positive*1
2. The percentage of those surveyed who are confident that the City of London is protected from terrorism	Deteriorating	Improving	Stable	Improving
3. The education and enforcement activities delivered to support the City of London Corporation's casualty reduction target	Stable	Stable Positive	Stable	Stable Positive*
4. The number of disposals from manned enforcement activities	Stable	Improving	Deteriorating	Stable Positive*
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	Improving	No survey in 4th qtr	No survey in 1st qtr	Deteriorating
6. The level of victim-based violent crime	Deteriorating	Deteriorating	Deteriorating	Stable Positive
7. The level of victim-based acquisitive crime	Improving	Improving	Stable	Stable Negative
8. The capacity and capability of the Force to deal with the threat posed by cyber crime	N/A	N/A	Stable	Stable Positive
9. The level of antisocial behaviour incidents	Improving	Improving	Improving	Deteriorating
10. The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided	Improving	Stable Negative	Improving	Stable Positive*
11. The number of City Fraud Crimes Investigated resulting in a positive action whether through offender disposal, prevention or disruption	Stable	Stable Positive	Stable	Stable Positive*
12. The value of fraud prevented through interventions	Improving	Improving	Improving	Improving
13. The attrition rate of crimes reported to Action Fraud	Improving	Stable Positive	Improving	Improving

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*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	Improving	Stable Negative	Stable Improving	Stable Negative
15. Level of the National Lead Force's return on investment	Improving	Deteriorating	Improving	Improving
16. The percentage of victims of fraud who are satisfied with the Action Fraud reporting service (online)	New criteria	New criteria	New criteria	Stable Negative
17. The level of satisfaction of victims of crime with the service provided by the city of London police	Stable	Stable Positive	Stable Improving	Stable Negative
18. The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job	Deteriorating	Next survey not until Oct 2016	Next survey not until Oct 2016	Survey results to be reported in Q3

At the commencement of this performance year, Members undertook to review the extent to which Measure 8 - **The capacity and capability of the Force to deal with the threat posed by cyber crime -** is providing the required reassurance after six months (See Outstanding References). Members' views are therefore now sought as to whether they are satisfied that this measure is fit for purpose, requires amending or should be discontinued and replaced.

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 2nd quarter 2016-17 (to 30th September 2016) of the 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.

Current Position

Overview of Force Performance

4. A comparison with the same period in 2015-16 shows that between 1st April and 30th September 2016:

- Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at 2,336 offences, compared to 2,191 offences at the same the previous year, an increase of 145 offences (+ 6.6%). This has principally been caused by an overall increase in levels of acquisitive crime (118 more offences than last year (+7.2%).

- Crimes against statute, which includes drugs offences, possession of weapons, public order offences and 'miscellaneous crimes against society'[2], fell by -4.0% or 17 fewer offences.

- At the end of September 2016, total notifiable crime had increased by 4.9% or 128 offences (2,747 crimes compared to 2,619 the previous year).

5. In addition to those items reported in this year's Q1 update report to your Sub Committee, notable Force achievements and activities during the 2nd quarter 2016/17 include:

- The prosecution of 3 people resulting from 2 insurance fraud investigations; 1 was jailed for 3 years, whilst the other 2 (husband and wife) both received custodial sentences of 12 months.

- A violent offender was sentenced to 11 months imprisonment for committing grievous bodily harm. The success of the prosecution was greatly assisted by the quick thinking of the investigating PC who was able to obtain best evidence and secure the scene very soon after the offence had been committed.

- The Money Laundering Unit seized almost £300,000 from a company director who is alleged to have laundered criminal proceeds from a suspected investment boiler room fraud.

- The City of London Police Community Cycle Team (CCT) was awarded the "Be-spoke Achievement Award" by Bike Register in July 2016 in recognition of the work done by the team to reduce cycle thefts in the City.

- A man caught by the Force with 28 wraps of cocaine hidden in his socks was jailed for 6 years 8 months in August 2016.

- 2 men were sentenced to over 10 years imprisonment between them following a trial at the Old Bailey for conspiracy to commit fraud by false

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

representation and possession of articles for use in fraud (essentially a counterfeiting cheque making machine).

Performance against measures

6. **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 only event that has been surveyed this year to date has been the Police Memorial Service, held on 25th September 2016. Despite sending the usual survey to the usual recipients, only 18 responses were received. Of those 18, 14 were satisfied with the information provided (77.8%), 1 felt it was too short and 3 felt it was too long. Due to the very low numbers of respondents, the 4 dissatisfied people have had an uncharacteristically significant adverse impact on the overall satisfaction rate. It is anticipated this will be redressed somewhat by the results for the Lord Mayor's Show.

7. **Measure 7 – The number of victim-based acquisitive crimes.** Whilst the level of acquisitive measure is shown as stable (it is within statistical tolerance levels), August and September recorded the first increases in levels in the past 2 years. Year to date figures are showing an increase of 7.5% or 123 more crimes. Nationally, all forces are also recording an increase in this area of criminality, although at lower percentage point levels (+1.8% nationally, +2.7% MPS). Caution should be exercised when comparing percentage increases (or decreases) given the very different volume of crime recorded in the City of London compared to elsewhere. The increase is principally attributable to increases in vehicle offences (theft of or from a vehicle) and bicycle thefts. In light of this increase a problem solving approach has been commissioned by the Force Performance Management Group (PMG), which will deliver a number of tactical options aimed at reducing the crimes with progress being reported to PMG.

8. **Measure 9 – The number of antisocial behaviour incidents**. This measure is recorded as deteriorating as the number of incidents for September has more than doubled. This is a recording issue. An audit conducted in force during August identified that some incidents of ASB were being incorrectly coded by staff, resulting in almost 50% of incidents not being recorded correctly as ASB. It should be noted that the Force has reviewed those cases that were incorrectly coded and no vulnerable people were affected. It has also not affected the service victims have received. The incorrect coding was a training issue that has been rectified; however, the result is that the Force can expect that going forward the level of ASB will be approximately 50% higher than it has historically been recorded.

   Measure 8 - Cyber crime measure review

9. Cyber crime was introduced as a new Force priority by the current Policing Plan, historically therefore there had not been any measures that assessed Force performance in this area. The current measure was adopted to provide assurance that the Force has appropriate capability and capacity to respond

effectively to the threat and harm posed by cyber and cyber enabled crime in the City of London, and support regional and national obligations under the Strategic Policing Requirement.

10. It was agreed that an assessment provided by the Chair of the Cyber Crime Working Group would be made and would provide a quarterly overview of:

- Number of Officers/staff trained using the college of policing mainstream cyber training (being 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).
- The number of Digital Media Investigators trained within Force.
- The Force's commitment to regional operations.
- Crime statistics relevant to cyber-enabled crimes.
- A professional assessment of whether current capability is adequate to meet the demand.

11. The above information has been provided for the past two quarters. It is proposed to continue to report this information to provide assurance that the threat of cyber crime is being addressed. At the commencement of this performance year, Members undertook to review the extent to which this measure is providing the required reassurance after six months (See Outstanding References). Members' views are therefore now sought as to whether they are satisfied that this measure is fit for purpose, requires amending or should be discontinued and replaced.

Background Papers:

- **Appendix 'A' Performance Summary**

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APPENDIX A – PERFORMANCE SUMMARY FOR 1st APRIL – 30th SEPTEMBER 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 3 2015/16: STABLE	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: STABLE	Qtr 2 2016/17: STABLE

Main measure
Uniform policing provides daily CT patrols in the City. The areas that are chosen are those that our Counter Terrorism Security Advisors indicate are all either sites of CNI (Critical National Infrastructure) or 'soft target' areas. This is complemented by dedicated Servator deployments. Below is a summary of security group taskings delivered.
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 11/07	130.99	408	504.55	40	4	0
W/C 18/07	93.46	320	331.58	18	2	0
W/C 25/07	109	364	441.75	15	6	0
W/C 01/08	94.14	297	341.27	30	4	0
W/C 08/08	85.89	361.33	320.65	5	4	0
W/C 15/08	95.88	353.5	322.76	10	1	0
W/C 22/08	95.17	300	399.21	21	4	0
W/C 29/08	95.17	300	399.21	21	4	0
W/C 05/09	93.24	259	297.22	8	3	0
W/C 12/09	121.14	418	497.22	32	2	0
W/C 19/09	131.62	458.5	579.66	12	1	0
W/C 26/09	113.13	360.5	442.89	9	1	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	134	103	77						
Percentage consider Force capable	**97%**	**98%**	**97%**	**98%**	**98%**	**98%**						
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	136	131	96	176	20	99						
Percentage consider Force capable	**100%**	**100%**	**100%**	**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	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. **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 3 2015/16 -**	**Qtr 4 2015/16: New measure**	**Qtr 1 2016/17: STABLE**	**Qtr 2: 2016/17 IMPROVING**

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%**	**97.1%**		
2015/16	-	-	-	90.4%

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.

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%

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 3 2015/16: STABLE	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: STABLE	Qtr 2 2016/17: STABLE

July 2016

- **Speed Campaign – 20mph Zone**: 10 x Traffic Offence Reports issued, 7 x endorsable tickets issued
- **Seat Belts:** 8 x Traffic Offences Reports Issued, 3 x Non-Endorsable Fixed Penalty Notice issued
- **Mobile Phones:** 79 x Traffic offence reports issued and 7 Endorsable tickets issued
- **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. During July 20 x 1st warning letters were issued.
- **Operation Atrium** – During July 77 atrium tickets were issued. This resulted in 36 persons attending the road show held at St Pauls Churchyard.

September 2016
- **Speed Campaign – 20mph Zone**: 2 x Traffic Offence Reports issued, 1x Endorsable tickets issued.
- **Seat Belts:** 3 x Traffic Offences Reports Issued, 10 Fixed Penalty Notices issued.
- **Mobile Phones:** 78 Traffic offence reports issued and 7 Endorsable tickets issued.
- **Community Roadwatch** – 20 x 1st warning letters have been sent out.
- **Operation Atrium –** During September, 28 Fixed Penalty Notices were issued for cycling offences, resulting in 12 persons attending the Atrium road show.

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	6	3	1							20

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 3 2015/16: DETERIORATING	Qtr 4 2015/16: IMPROVING	Qtr 1 2016/17: DETERIORATING	Qtr 2 2016/17: STABLE

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.

See table below

April 2015 - March 2016	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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. The table overleaf for the current year shows a stable position, with a slight improvement on the previous quarter's performance.

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	4	23	13							87
Without due care and attention - EFPN	0	1	0	3	6	0							10
Without consideration to others - TOR	1	0	0	0	4	4							9
Without consideration to others - EFPN	0	0	0	0	0	0							0
Community Road Watch 1st warning letter sent for speeding in 20mph zone	31	20	20	20	20	20							131
Speed 20 - TOR	104	45	31	10	19	2							211
Speed 20 - EFPN	19	8	11	7	14	1							60
Speed 30 – TOR	0	0	0	1	0	0							1
Speed 30 - EFPN	0	0	0	0	1	0							1
Seatbelts - TOR	13	13	2	8	12	3							51
Seatbelts - Ticket	3	2	0	3	14	10							32
Mobile phones - TOR	34	67	112	79	76	78							446
Mobile phones - EFPN	10	2	11	7	5	7							42
Op Atrium	65	67	0	77	176	28							413
Number attending Op Atrium Road Show	31	39	0	36	58	12							
Safe Ride Safe Road	4	6	6	5	4	0							25
SRSR who completed the course	0	0	0	0	2	0							2
TOTAL	301	243	211	224	376	166							1521
Quarterly totals		755			766								1521

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 3 2015/16: IMPROVING	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: NO SURVEY	Qtr 2 2016/17: DETERIORATING

Event	Date	Satisfaction rate	TREND
Police Memorial	September 2016	77.8%	↓
Lord Mayor's Show	November 2016		

Event	Police Memorial	Lord Mayors Show	
Number of responses	18		
Information provided about right	14 (77.78%)		-
Information provided slightly too long	3 (16.67%)		
Information provided slightly too short	1 (5.56%)		

Total number of responses	18
Total number satisfied	14
Overall Satisfaction rate	77.8%

2013/14 average	90.0%
2014/15 average	90.2%
2015/16 average	94.5%
2016/17 average	**77.8%**

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. 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.
	
	GUIDE: IMPROVING: Reducing trend of victim-based violent crime
	        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 3 2015/16: DETERIORATING	Qtr 4 2015/16: DETERIORATING	Qtr 1 2016/17: DETERIORATING	Qtr 2 2016/17: STABLE/ IMPROVING

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	69	78	72							438

Victim Based Violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015-16 (month)	61	67	96	76	67	72	79	77	100	63	74	74
2016-17 (month)	76	71	72	69	78	72						
Change (month)	15	4	-24	-7	11	0						
	24.6%	6.0%	-25.0%	-9.2%	16.4%	0.0%						
2015-16 (YTD)	61	128	224	300	367	439	518	595	695	758	832	906
2016-17 (YTD)	76	147	219	288	366	438						
Change (YTD)	15	19	-5	-12	-1	-1						
	24.6%	14.8%	-2.2%	-4.0%	-0.3%	-0.2%						
Prediction 16/17 FY End	-	1004	954	896	880	896						
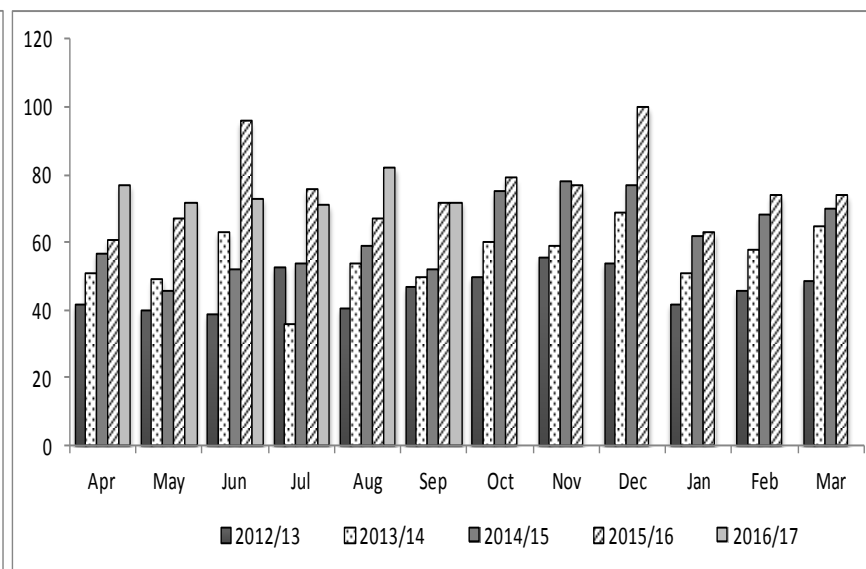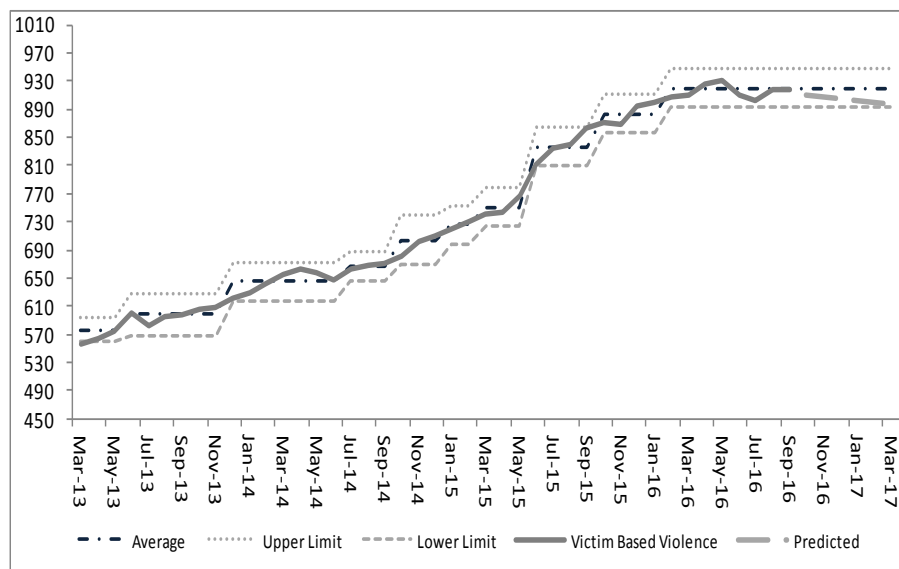
Based on reportable data during Sept 2016, 72 victim based violent crimes were reported, (same number as that reported last FY). FYTD stands at 438 crimes compared to 439 last years (-0.2%). The FY end prediction is showing an increase and now stands at 896 crimes (same as July prediction). **Based on HO data as of August 16 nationally violent crime is showing a 15.66% increase, Met is showing an increase of 6.51% and Westminster showing an increase of 9.09%.**

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
	          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 3 2015/16: STABLE/IMPROVING	Qtr 4 2015/16: STABLE/IMPROVING	Qtr 1 2016/17: STABLE	Qtr 2 2016/17: STABLE /DETERIORATING

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	289	321	333							943

Victim Based Acquisitive	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015-16 (month)	285	285	263	297	248	264	261	272	301	215	245	258
2016-17 (month)	277	260	285	289	321	333						
Change (month)	-8	-25	22	-8	73	69						
	-2.8%	-8.8%	8.4%	-2.7%	29.4%	26.1%						
2015-16 (YTD)	285	570	833	1130	1378	1642	1903	2175	2476	2691	2936	3194
2016-17 (YTD)	277	537	822	1111	1432	1765						
Change (YTD)	-8	-33	-11	-19	54	123						
	-2.8%	-5.8%	-1.3%	-1.7%	3.9%	7.5%						
Prediction 16/17 FY End	-	2915	3054	3057	3254	3,429						
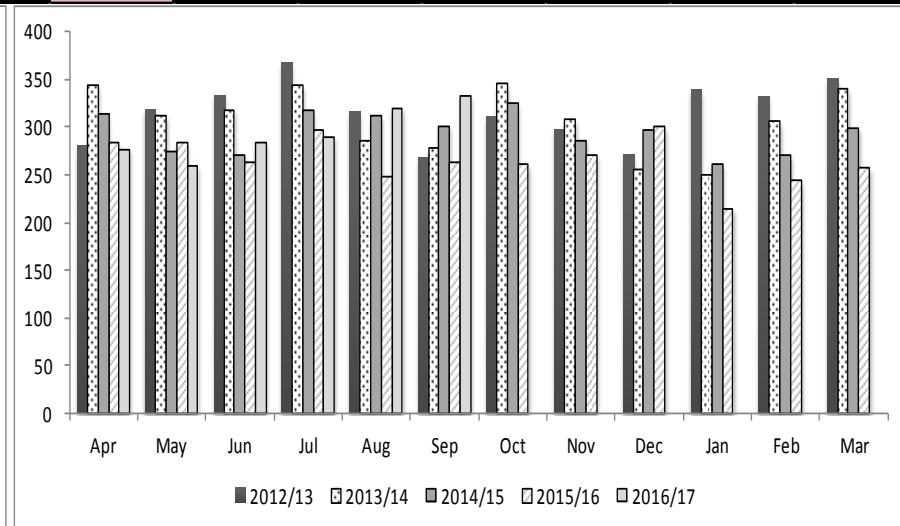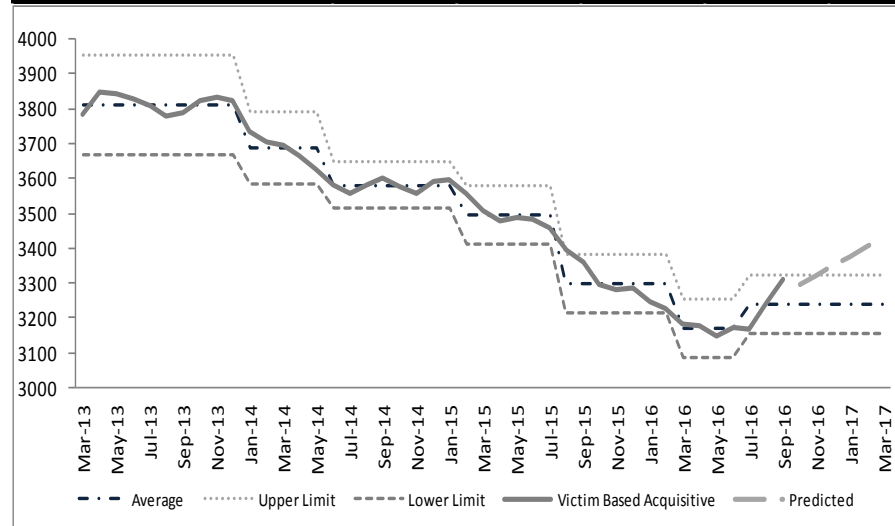
FYTD stands at 1765 crimes compared to 1642 last year (+7.5%). Predictions based on the current 12 rolling month trend suggest the force will end the year with 3429 offences. Based on HO data as of August 16, nationally acquisitive crime is showing a 1.78% increase, Met is showing an increase of 2.73% although Westminster is showing a reduction of 2.31%.

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	**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:
	
	• 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.
	
	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.
	
	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.

ASSESSMENT	Qtr 3 2015/16 NA	Qtr 4 2015/16 NA	Qtr 1 2016/17: STABLE	Qtr 2 2016/17: STABLE

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.

Mainstream Cyber Crime Training.

There is currently 512 staff across the organisation who have received the College of Policing accredited programme of Mainstream Cyber Crime Training (25 more than the previous quarter). 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.

Digital Media Investigators.

There are 6 trained Digital Media Investigators (DMI's) trained across the Force.

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 Qtrs 1 or 2.

Crime Levels & Trends.

Within this crime year there have been the following flagged Cyber Crimes reported. *(Including Action Fraud referrals)*
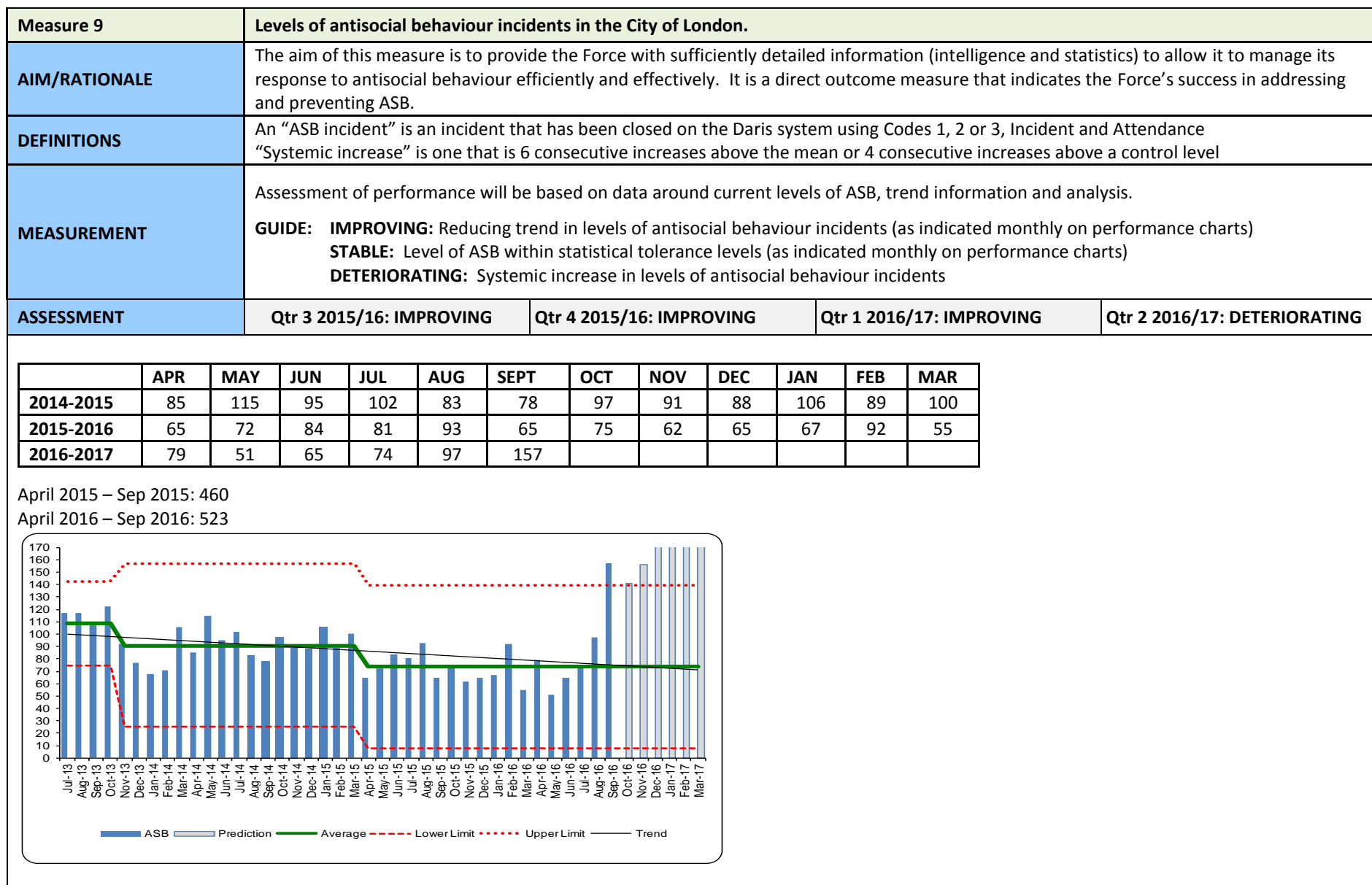April – 5 crimes
May – 7 crimes
June – 6 crimes*. (of which 1 crime has been transferred to MPS)*
July – 3 crimes
Aug – 10 crimes
Sep – 3 crimes

Based on current demand levels, current Force capability is adequate; however, capacity within the Digital Investigation Unit is currently at limits.

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

	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	74	97	157						

April 2015 – Sep 2015: 460
April 2016 – Sep 2016: 523

Issues & Performance

ASB levels continue to remain low in the City however the CoLP will expect to see a numerical increase of ASB this is due to the correct classification of ASB calls.

Due to the expected increase in ASB CADS we have now looked at if we can still remain effective and efficient in contacting victims of ASB. A clear rationale (based on vulnerability) will have to be recorded as to why we have contacted some victims and not others and a review of our SOP is underway. Since the last reporting period the majority of ASB reports were incidents of rowdy and inconsiderate behaviour particularly in the Bishopsgate/Old Broad St and Liverpool Street vicinity followed by begging and vagrancy.

There were no high or medium risk instances of ASB (these are where the victim has experienced more than one instance or the victim is vulnerable).

Qtr 2 dip sample

20 ASB CADs have been selected from 01/08/2016 to 31/10/2016. The criteria used to determine if the incident requires a satisfaction survey is as follows:
- A resident from the City of London is the informant.
- The victim or witness is a repeat caller (2 or more calls).
- ASB within the time frame of 01/08/2016 to 31/10/2016.
- A previous ASB risk matrix has been completed in line with HMIC guidelines.

A Satisfaction Survey designed by Communities and Partnerships has been used to obtain feedback regarding the Victim/Witnesses response to how Police dealt with the incidents. 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?

All 20 ASB CADs that met criteria have been contacted and offered the Satisfaction Survey. Results are based on the successful completion of the Satisfaction Survey.

Results

As the survey consisted of qualitative and quantitative data this section explores statistical interpretations of the data collected and highlight comments of a qualitative nature to the reader's attention.

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

-Good

-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;
- 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:

- Of all those spoken to, there were no negative comments.

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 9 was the most frequently occurring score.
- Scores ranged from 8 as the lowest and 9 as the highest; therefore a satisfaction level of 100% was recorded for this dip sample.
- Average score for satisfaction was 9/10.

Conclusion

Residents calling the Police regarding ASB make up a smaller percentage of ASB calls when compared with those by businesses or security guards.

Results indicate that the City of London Police provide a high standard of service when responding to Anti-Social Behaviour issues raised by residents. Residents appreciate response time that is 60 minutes or less. Residents feel listened to and are happy when issues that are raised are resolved by their local force. Residents are less satisfied when other forces (Metropolitan Police or British Transport Police) respond on behalf of the City of London Police.

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	"**Investigation**": - This is all UNIFI crime records classified as "Fraud Investigations – Substantive offences recorded in Action Fraud" allocated to ECD Operational Teams. "**Victim**" – Victims include those whose referrals have been adopted for investigation by ECD. Given the nature and duration of economic crime investigations it is highly probable that these victims will have been captured by the Victim Code even if the ultimate outcome is NFA. "**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. "**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.
MEASUREMENT	Measurement will be by survey. ECD will have the overall satisfaction figure by the beginning of the second week in the new quarter to report to the Force Performance Monitoring Group. The full report to follow in slower time. **Guide:** 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. **IMPROVING:** Increasing % or within 10% of pervious 15/16 average of overall victim satisfaction (Currently 70%). **STABLE:** Quarters data below the threshold of 15/16 average. **DETERIORATING:** Two consecutive quarters below threshold of the 15/16 average.

ASSESSMENT	Qtr 3 2015/16: IMPROVING	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: IMPROVING	Qtr 2 2016/17: STABLE

	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%	74%			77%	75%	▲ 2%
Level of satisfaction in outcome of investigation (Valid Responses)	70%	100%	33%			42%	68%	▼24%
Number of invitations sent to victims to participate.	67	31	153			184	162	▲ 4%
Number of victims completing survey.	30	10	82			92	73	▲ 4%

2014/15 AVERAGE: 68% (introduced in 2014/15 therefore no 2013/15 levels available)
2015/16 AVERAGE: 76%

Analysis of trends and activity
74% (59/80) of respondents completing the survey in Q2 16/17 stated they were satisfied with the overall service provided by officers from the Economic Crime Directorate. The average level of satisfaction in 15/16 was **76%;** this measure is therefore assessed as satisfactory. Cumulatively since April 2014 **72%** (293/406) of respondents have registered overall satisfaction with the service provided by ECD officers. This amounts to an increase of **2%** in the cumulative satisfaction response since Q1 15/16 when the figure was **70%** (187/269).

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	**"City Fraud Investigation"** includes all ECD Fraud investigations into fraud or fraud related offences occurring within the City of London. **"Point of outcome"** is defined as when there is an offender disposal or when the crime is closed and categorised in accordance with the HO crime outcomes. **"Positive action"** is defined as follows: 1. When there is an offender disposal. 2. When there is a confirmed disruption of a technological or financial fraud enabler. 3. When the crime contributes to an ECD Fraud awareness/ prevention product.
MEASUREMENT	Measurement will be based upon the number of City Fraud Crimes reaching the Point of outcome benefitting from positive action. **PMG GUIDE:** **SATISFACTORY:** Increasing % or within 10% of pervious 15/16 average of all City fraud crimes resulting in a positive action. **CLOSE MONITORING:** Monthly data below the 10% threshold of 15/16 average. **REQUIRES ACTION:** Two consecutive months below the 10% threshold of the 15/16 average.
ASSESSMENT	Qtr 3 2015/16: STABLE Qtr 4 2015/16: STABLE Qtr 1 2016/17: STABLE Qtr 2 2016/17: STABLE

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 City Fraud Investigations resulting in a positive outcome.	100%	100%	100%	100%	100%	N/A	N/A							100%	100%	▶ 0%
Total number of City Fraud Investigations reaching point of outcome.	2	2	4	1	4	0	0							11	13	▼ 15%
Total number of City Fraud Investigations resulting in a positive outcome.	2	2	4	1	4	0	0							11	13	▼ 15%

Commentary

No ECD City fraud investigations reached the point of outcome during August or September, therefore it is not possible to assess those months. It should however be noted that this quarter (Jul-Sep) **4** city fraud investigations have resulted in a positive outcome. YTD **11** ECD city fraud investigations have reached point of outcome and all have resulted in positive action. PYTD **13** ECD city fraud investigations reached point of outcome all resulting in positive action.

19 ECD investigations into crimes that took place outside the jurisdiction of the City of London resulted in an outcome in September, **10** of these investigations resulted in a judicial outcome

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	PMG will receive data monthly detailing the total value of confirmed fraud enabler disruptions. The amounts reported will be the £ value calculated from agreed definitions produced by NFIB that can be attributed to the disruption of a web site or bank account multiplied by the number of confirmed interventions in the period. Comparative and trend information will be provided with previous month and longer term. GUIDE: IMPROVING: Within 10% of 15/16 average or increasing value of fraud prevented through interventions. STABLE: Quarters data below the 10% threshold of 15/16 average value of fraud prevented through interventions DETERIORATING: Two consecutive quarters below the 10% threshold of the 15/16 average value of fraud prevented through interventions

ASSESSMENT	Qtr 3 2015/16: IMPROVING	Qtr 4 2015/16: IMPROVING	QTR 1 2016/17: IMPROVING	QTR 2 2016/17: IMPROVING

	15/16 Avg	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	£670,623,182	£697,344,577	**£315,136,708**							£2,459,796,833	£560,061,660	▲ 339%

Analysis of trends and activity

In September the potential future value of fraud prevented through ECD interventions was valued at **£315,136,708**. As this is higher than the 15/16 average of **£104,005,845** this measure is assessed as satisfactory.

YTD the value of future fraud prevented through fraud enabler interventions is estimated at **£2,459,796,833.** This is **339%** higher than previous YTD.

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	"**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. "**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. "**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. "**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).

MEASUREMENT	The ECD will report quarterly on the total number of Action Fraud reports received, disseminated and reaching outcome to produce the attrition rate.
	
	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.

ASSESSMENT	Qtr 3 2015/16: IIMPROVING	Qtr 4 2015/16: IMPROVING	Qtr 1 2016/17: IMPROVING	Qtr 2 2016/17: IMPROVING

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

	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	838,945			▲ 19%
Total cumulative crimes disseminated.	189,249	206,702	223,692			▲ 8%
Total cumulative outcomes reported to NFIB	68,736	74,570	84,368			▲ 23%
The number of judicial outcomes	30,278	32,004	34,078			▲ 13%
The number of non-judicial outcomes (NFA)	38,458	42,566	50,290			▲ 31%
Attrition rate	**9.72%**	**9.66%**	**10.06%**			**▲ 0.34%**

Analysis of trends and activity

The attrition rate between April 13 and September 16 amounts to **10.06%**, this is higher than the 15/16 attrition rate and as a result is assessed a satisfactory. 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. Since 2013 **50,290** judicial and non judicial outcomes have been recorded compared to **838,945** Action Fraud reports made.

A breakdown of the data by quarter can be viewed below:

	A	B	C	Percentages - % of outcomes per crimes reported and crimes disseminated and % of crimes disseminated per crimes reported.			Ratios – (X:1) Outcomes and disseminations per crimes reported and Outcomes per crimes disseminated.		
	Crimes Reported	Disseminations	Outcomes	Outcomes/ Crimes reported (%C/A)	Outcomes/ Disseminations (%C/B)	Disseminations/ Crimes reported (%B/A)	Crimes reported/ Outcomes(A/C)	Disseminations/ Outcomes (B/C)	Crimes reported/ Disseminations (A/B)
Q1 2014/15	56,691	12,906	2,588	4.6%	20.1%	22.8%	21.9:1	5.0:1	4.4:1
Q2 2014/15	61,185	15,282	3,839	6.3%	25.1%	25.0%	15.9:1	4.0:1	4.0:1
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	**234,201**	**75,893**	**37,013**	**15.8%**	**48.7%**	**32.4%**	**6.3:1**	**2:1**	**3:1**
Q1 2016/17	65,204	17,512	8,097	12.4%	46.2%	26.8%	8:1	2.1:1	3.7:1
Q2 2016/17	67,427	16,990	9,798	14.5%	57.6%	25.1%	6.8:1	1.7:1	3.9:1
Q3 2016/17									
Q4 2016/17									
2016/17	**132,631**	**34,502**	**17,895**	**13.5%**	**51.8%**	**26%**	**7.1:1**	**1.9:1**	**3.8:1**

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	"**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. **Types of complaints received:** • **Lack of update** – When the victim hasn't been updated on the status of their report, • **Dissatisfaction with a letter received** – No satisfied with the content/tone of status update letters • **Quality of communication with the contact centre** – Poor standards of service • **Dissatisfaction with a specific aspect of the action fraud process**- such as the criteria used to determine whether a report qualifies as a report of fraud. "**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. "**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. "**Complaints outstanding**": - This refers to the volume of complaints that have not yet been resolved. (1) "**Number of reports received**": - This refers to the number of reports (both crime and information) made to Action Fraud in the period.

MEASUREMENT	**GUIDE:** The % of complaints compared to the number of reports received by Action Fraud in 2015/16 was 0.04%. This figure will be will be used as a bench mark for which the satisfaction will be measured
	
	GUIDE: **IMPROVING**: Within 10% of 15/16 average of complaints compared to reports (Currently 0.04%).
	  STABLE: Months data below the 10% threshold of 15/16 average of complaints compared to reports.
	  DETERIORATING: Two consecutive months below the 10% threshold of 15/16 average of complaints compared to reports.

ASSESSMENT	Qtr 3 2015/16: STABLE/ IMPROVING	**Qtr 4 2015/16:** STABLE/DETERIORATING	Qtr 1 2016/17: STABLE/IMPROVING	Qtr 2 2016/17: STABLE

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

	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 against reports	**0.04%**	**0.09%**	**0.04%**	**0.03%**	**0.03%**	**0.07%**	**0.04%**							**0.05%**	**0.04%**	**▲0.01%**
Number of reports received	31,145	30,966	32,248	37,432	33,322	33,331	36,542							203,841	194,690	▲ 5%
Number of new victim complaints	13	29	14	12	10	23	16							104	71	▲ 46%
Number of complaints resolved	12	30	20	20	5	23	18							116	48	▲ 142%
Number of complaints outstanding	11	13	8	0	5	5	3							3	23	▼ 87%

Analysis of trends and activity

In September there were **0.04%** of complaints compared to reports made to Action Fraud, this is equal to the 15/16 average, resulting in a year to date average of 0.05%, an increase of only 0.01%, which is assessed as satisfactory. In total there were **16** complaints and **36,542** Action Fraud reports.

The main cause of complaint related to the lack of an investigation into a reported crime. **13** of the **16** complaints in September related to this. This has consistently been the highest cause of complaint throughout 16/17 year to date.

Category of Complaint	Volume
Lack of Investigation	13
No update on reported crime	1
Longer than 28 days with no update on reported crime	0
Other	2

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	"**Return** ": - The value of money saved by ECD activities "**Investment** ":- The total amount of money spent on ECD activities "**Return on investment**":- The amount of money saved by ECD for every pound of money spent

MEASUREMENT	The ECD ROI figure is calculated using the same methodology employed by most organisations who want to illustrate a "potential" value of services provided to Stakeholders in monetary terms. The total amount of money saved as a result of ECD activities is divided by the total amount of money spent in order to provide the total estimated pound saved figure. The assumption is that for every pound spent ECD save stakeholders and the public (an estimated) 'x' amount of money.
	
	The elements that constitute savings include;
	   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
	
	GUIDE: **IMPROVING**: Within 10% of 15/16 average (currently £45.06) or increasing value of ROI in year.
	          STABLE: Quarters data below the 10% threshold of 15/16 average value of ROI.
	          DTERIORATING: Two consecutive quarters below the 10% threshold of the 15/16 average value of ROI.

ASSESSMENT	Qtr 3 2015/16: IMPROVING	Qtr 4 2015/16: DETERIORATING	Qtr 1 2016/17: IMPROVING	Qtr 2 2016/17: IMPROVING

	15/16 Ave	Q1	Q2	Q3	Q4	16/17 YTD Ave
The ECD Return on investment	£45.06	£41.18	£47.94			£44.56

Analysis of trends and activity

The ECDs return on investment for Q2 was **£47.94** returned for every **£1** spent. The increase in return on investment compared to the previous quarter can be attributed to the increased website disruption work undertaken by PIPCU.
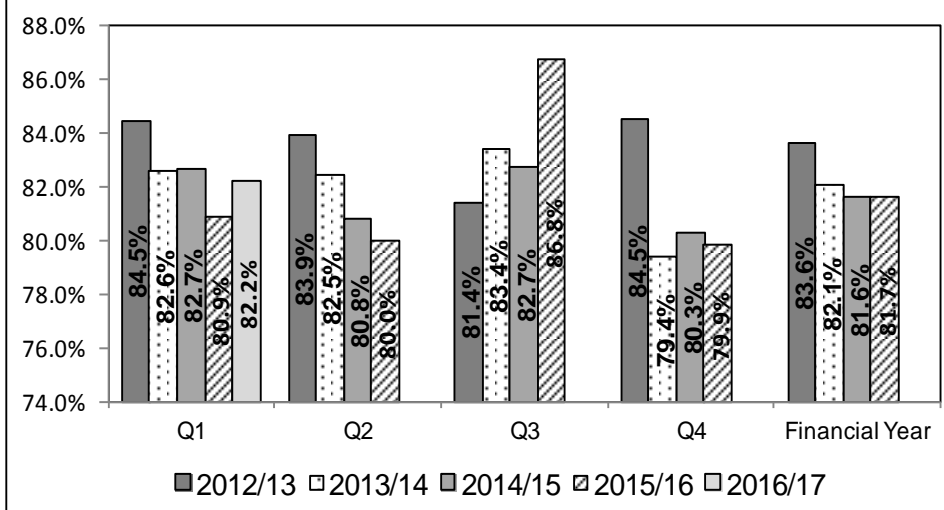
MEASURE 16	**The percentage of victims of fraud who are satisfied with the Action Fraud reporting service**			
AIM/RATIONALE	Action Fraud is a bespoke service for victims of fraud; it is essential to maintain levels of service to ensure Action Fraud is utilised fully to the benefit of victims. The Force 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 2015-16 the Force achieved an average satisfaction level of 80% with little monthly variation (*new criteria – see below*). **IMPROVING:** Increasing %. **STABLE:** Quarter's data within 10% of previous 15/16 average. **REQUIRES ACTION:** Quarter's data below the 10% threshold of 15/16 average			
ASSESSMENT	Qtr 3 2015/16: STABLE (new criteria)	Qtr 4 2015/16: STABLE (new criteria)	Qtr 1 2016/17: STABLE (new criteria)	**Qtr 2 2016/17: STABLE**

NOTE:

At Performance Sub-Police Committee on 7th September 2016, members raised concerns that this measure had not been reported on for around a year and questioned the relevance of having a performance measure that the force was unable to provide data on.

Following this meeting the Force reviewed the data gathered for measure 16 and proposes to amend the reporting criteria so it is able to demonstrate a satisfaction rate based on data gathered from online reporting rather than through the telephone reporting as the measure identifies as its way of recording success.

This measure has been provided with data over the past year from online satisfaction as supplemental information to inform on the main measure which the Force has been unable to report on due to the change in service providers. It is therefore proposed that the supplemental information is used as the indicator for satisfaction and as soon as the Force is able to collect other information around this measure this will be added to inform satisfaction using additional sources of data collection. An overall satisfaction rate will then be gained through multiple data collection sources.

Historic data for this measure is provided for reference so that members are aware of performance and the baseline the measure is reporting against (First table overleaf)

15/16	Q1	Q2	Q3	Q4	15/16 Ave
% of Victims satisfied with the online service in period.	**82%**	**79%**	**80%**	**79%**	**80%**
Number of victims completing online survey	1,295	1,718	1,773	1,512	6,298
Number of victims satisfied with the online service	1,068	1,360	1,419	1,197	5,044

2016/17 Performance

	15/16 Ave	Q1	Q2	Q3	Q4	16/17 YTD	15/16 YTD	YTD % Change
% of Victims satisfied with service in period.	**80%**	**80%**	**76%**			**78%**	**81%**	▼ 4%
Number of reports (crime and Information) to AF	93,436	100,646	103,195			203,841	194,690	▲ 5 %
Number of people completing survey.	1,575	1,726	1,907			3,633	3,013	▲ 21%

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	PMG will receive quarterly reports of the results of survey results with comparative and trend information. Quarterly results will be broken down to report satisfaction with regard to ease of contact; actions taken; follow up; treatment; and whole experience. Whilst PMG can direct action in relation to any of those categories, the principal measure will be the results for whole experience. **GUIDE**: Over 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 **IMPROVING:** Increasing trend **STABLE:** 80% - 84% **DETERIORATING:** Less than 80% or reducing trend

ASSESSMENT	Qtr 3 2015/16: STABLE	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: STABLE/IMPROVING	Qtr 2 2016/17: STABLE/ DETERIORATING

2012/13 2013/14 2014/15 2015/16 2016/17

Table 1: Comparing Q2 2016/17 results with FY 2015/16 Q2 (a slight reduction in Treatment and Whole experience, an increase in all other areas)

	Ease of Contact	Action	Follow up	Treatment	Whole Experience
Q2 2015/16	89.8%	76.7%	80.9%	93.1%	82.4%
Q2 2016/16	90.8%	82.9%	81.6%	93.0%	80.1%

Table 2: Comparing Q2 results with Q1 for FY 2016/17 (a drop in satisfaction in all areas)

2016/17					
	Ease of Contact	Action	Follow up	Treatment	Whole Experience
Q1	95.7%	83.7%	82.2%	94.4%	85.6%
Q2	90.8%	82.9%	81.6%	93.0%	80.1%

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	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.
	
	GUIDE: **IMPROVING:** Increasing trend
	           STABLE: 85% - 90%
	           DETERIORATING: Less than 85% or reducing trend
	
	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%.
	The average for 15/16 was 80.19%

DATA SOURCE	Customer Satisfaction Survey
ASSESSMENT	**NO INFORMATION FOR 2016/17 – see below**

The 2016/17 survey was completed during September / October, the results are currently being analysed and will be reported to the December PMG and the Qtr 3 meeting of your Sub Committee.

The percentage of people surveyed who believed the police in the City of London are doing a good or excellent job was **80.19%.**