

Committee(s): Police Performance and Resource Management Sub-Committee	Date: 23 rd February 2017
Subject: 3rd Quarter Performance against measures set out in the Policing Plan 2016-19	Public
Report of: Commissioner of Police Pol 12-17	For Information

Summary

1. This report summarises performance against the measures in the Policing Plan 2016-19 for the period 1st April 2016 to 31st December 2016.

Measure	TREND Qtr 4 (15/16)	TREND Qtr 1 (16/17)	TREND Qtr2 (16/17)	TREND Qtr3 (16/17)
1. The number of specific counter terrorism deployments tasked that are completed.	Stable Positive	Stable Positive	Stable Positive* ¹	Stable Positive
2. The percentage of those surveyed who are confident that the City of London is protected from terrorism	Improving	Stable	Improving	Stable Negative
3. The education and enforcement activities delivered to support the City of London Corporation's casualty reduction target	Stable Positive	Stable Positive	Stable Positive	Stable Positive
4. The number of disposals from manned enforcement activities	Improving	Deteriorating	Stable Positive	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	No survey in 4 th qtr	No survey in 1 st qtr	Deteriorating	Deteriorating
6. The level of victim-based violent crime	Deteriorating	Deteriorating	Stable Positive	Stable Negative
7. The level of victim-based acquisitive crime	Improving	Stable	Stable Negative	Stable Negative
8. The capacity and capability of the Force to deal with the threat posed by cyber crime	N/A	Stable	Stable Positive	Stable Positive
9. The level of antisocial behaviour incidents	Improving	Improving	Deteriorating	Stable Positive
10. The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided	Stable Negative	Improving	Stable Positive	Stable Negative
11. The number of City Fraud Crimes Investigated resulting in a positive action whether through offender disposal, prevention or disruption	Stable Positive	Stable	Stable Positive	Stable Positive
12. The value of fraud prevented through interventions	Improving	Improving	Improving	Stable Positive
13. The attrition rate of crimes reported to Action Fraud	Stable Positive	Improving	Improving	Improving

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

Recommendation

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

Main Report

Background

1. This report presents Force performance against the measures published in your Committee's Policing Plan 2016-19 at the end of the 3rd quarter 2016-17 (to 31st December 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 31st December 2016:
 - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at 3,547 offences, compared to 3,355 offences at the same the previous year, an increase of 192 offences (+ 5.7%). This has principally been

caused by an overall increase in levels of both acquisitive crime (163 more offences than last year (+6.6%) and violent crime (49 more offences (+7.1%).

- Crimes against statute, which includes drugs offences, possession of weapons, public order offences and 'miscellaneous crimes against society'², fell by -4.3% or 27 fewer offences (605 crimes compared to 632 the previous year).
 - At the end of September 2016, total notifiable crime had increased by 4.1% or 165 offences (4,152 crimes compared to 3,987 the previous year). The rate of rise is slightly below the 4.9% recorded at the end of the second quarter.
5. In addition to those items reported in this year's previous report to your Sub Committee, notable Force achievements and activities during the 3rd quarter 2016/17 include:
- In October, following an investigation by the Dedicated Cheque and Plastic Card Unit (DCPCU) a fraudster was jailed for 5 years 4 months for running a counterfeiting factory from his home.
 - Action by the Community Policing Team resulted in the recovery of a rare and valuable chalice in the City of London which has since been returned to a church in Northamptonshire.
 - Men behind a boiler room operation that defrauded £7.5m from 193 victims were jailed for 35 ½ years at Southwark Crown Court following an investigation by the City of London Police.
 - An investigation by the Public Protection Unit resulted in the imprisonment for 12 months of a City worker who was found guilty of sexually assaulting two women he worked with in the Heron Tower.
 - During December, the Force conducted an 'Operation Mass' exercise, targeting fugitives. The operation resulted in 24 addresses being visited leading to the capture of 8 fugitives, which included people originally arrested for burglary, actual bodily harm, fraud and handling stolen goods.
 - Twelve men received a range of sentences from community orders to imprisonment for their part in a violent altercation involving Queens Park Rangers (QPR) fans and other football supporters August 2015 at a public house in Bishopsgate. This followed an investigation by the Crime Directorate's Major Investigation team, assisted by Metropolitan Police Service Central Football Unit.

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

Performance against measures

6. **Measure 4 - The number of disposals from manned enforcement activities.** The measure has been assessed as deteriorating based on the assessment criteria of diminishing numbers of offences. However, this is not necessarily a reflection on the activities of the Transport and Highways Operational Group (THOG) or their effectiveness. The measure effectively only reports against 1 of the 5 harms that the group was set up to address, and they are also engaged in activities that support 27 Key Performance Indicators set by Transport for London. Given that the group's activity has not reduced, it is logical to assume that their activities are having the desired effect of reducing offending on the roads of the City of London, which is borne out by the statistics reported in the third quarter. This highlights that the actual issue is with how the measure is assessed opposed to the fact that reducing levels of criminality is a problem. A proposal to amend the assessment criteria for this measure will be discussed at the next Force Performance Management Group.
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.** Although this measure has been assessed as deteriorating, the low level of respondents means that no meaningful assessment can be made. The Force experienced low return data in its first 2 surveys (which has been mirrored in other surveys undertaken by the Force within year). Corporate Communications has locked down the survey monkey tool to begin centralising the way surveys are undertaken within Force and help to mitigate against survey fatigue as it has been identified that the Force is surveying the same individuals multiple times from different areas. PMG tasked Corporate Communications and Strategic Development with evaluating the Force survey structure to define what should be surveyed and how this should be undertaken so that the response rate can be improved and the data made more meaningful.
8. A benchmarking exercise has been undertaken so the Force can create its own survey strategy. Further event surveys have therefore been postponed until a set strategy has been defined and the Force will be clear on when and who will be surveyed in a joined up fashion to prevent survey fatigue from City residents and businesses. This decision has been taken as a Force measure is currently being scored against the response from 23 individuals (only 5 for the Lord Mayor's Show) which simply does not represent a sample size that can be used to assess how improvement action can be taken. Future surveys will form measures within the Force survey strategy which will go live for the 2017/18 business year.
9. **Measure 9 – The number of antisocial behaviour incidents.** This measure has been assessed as Stable/positive based on the improving situation over the past two months compared to the end of Quarter 2. However, it is accepted that the level is significantly higher than the 15/16 level, the reasons

for which were reported to your last Sub Committee. Members might recall this was due to a recording issue where some incidents of ASB were being incorrectly coded by staff, resulting in almost 50% of incidents not being recorded correctly as ASB. It was noted that the Force had reviewed those cases that were incorrectly coded to ensure that no vulnerable people were affected. It has also not affected the service victims have received. The incorrect coding was a training issue and has been rectified; however, the result is that the Force can expect the level of ASB to be approximately 50% higher than it has historically been recorded.

10. Members also requested a detailed breakdown of ASB at your last Sub Committee. This request was repeated by the Chairman at the Police Committee in January this year. The breakdown, with some temporal analysis is included as Appendix B to this report for Members information.
11. **Measure 18 - The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job.** The 2016 survey results show a marked decrease from the 2015 survey (54.25% compared to 80.11%). An identical question set was used so that a direct comparison could be made, however, it is believed that this was also inadvertently the cause of the fall in satisfaction levels. One of the questions asks participants to rank issues that are important to them, from a list of 18 choices. One of those choices referred to 'problem cyclists' to describe cyclists who cycle inconsiderately or in breach of road traffic legislation.
12. During the first week of the survey a cycle activist on twitter who has over 20,000 followers picked up the Force survey and took exception to the use of the definition 'problem cyclists'. As a result of this a number of tweets were made to the Force which Corporate Communications were aware of. This tweet ran over the course of a weekend and it is notable that during this period the vast majority of comments were made in the survey against the Force being either anti-cycling or highlighting the traffic issue within the City and by extension, registering dissatisfaction with how the City is policed. Whilst inconsiderate cycling will continue to be included in the survey, it will in future be expressed in different terms. It should be noted that in all other respects the results of the survey were consistent with the previous year's.

Background Papers:

▪ Appendix 'A' Performance Summary

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APPENDIX A – PERFORMANCE SUMMARY FOR 1st APRIL – 31st DECEMBER 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 4 2015/16: STABLE	Qtr 1 2016/17: STABLE	Qtr 2 2016/17: STABLE	Qtr 3 2016/17: STABLE
<p>Main measure</p> <p>Uniform Policing provides daily CT patrols in the City. The areas that are chosen are those that our Counter Terrorist Security Advisors indicate are either sites of CNI (Critical National Infrastructure), routes to such sites or ‘soft’ targets such as tourist or shopping areas. These deployments are complemented by patrols of our dedicated core team who operate under Project Servator.</p> <p>Current Threat Level: Severe</p> <p>Over the course of the 3rd quarter all tasked deployments were completed, resulting in 147 stops and searches and 41 arrests, although none of the arrests were for terrorist linked offences.</p> <p>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.</p> <p>Supplementary information:</p> <p>The table overleaf shows the number of attendees for CT education and advice initiatives.</p>				

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number Griffin Attendees	46	43	37	134	103	77	55	131	75			
Percentage consider Force capable	97%	98%	97%	98%	98%	98%	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	91	37	58			
Percentage consider Force capable	100%	100%	100%	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	<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 4 2015/16: New measure	Qtr 1 2016/17: STABLE	Qtr 2: 2016/17 IMPROVING	Qtr 3: 2016/17 STABLE/DETERIORATING																																			
<table border="1"> <tr> <td>Do you feel reassured by the work done by the City of London Police to protect the City from terrorism?</td><td>Qtr 1</td><td>Qtr 2</td><td>Qtr 3</td><td>Qtr 4</td></tr> <tr> <td>2016/17</td><td>88.6%</td><td>97.1%</td><td>90.7%</td><td></td></tr> <tr> <td>2015/16</td><td>-</td><td>-</td><td>-</td><td>90.4%</td></tr> </table> <p>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"> <tr> <td>How confident are you that the City of London is protected from terrorism?</td><td>Qtr 1</td><td>Qtr 2</td><td>Qtr 3</td><td>Qtr 4</td></tr> <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> </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%	97.1%	90.7%		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%
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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	<p>Reporting against this measure will entail providing details of activities conducted together with the reasons why those events have taken place and anticipated impact. The City's KSI levels will be provided for information.</p> <p>PMG GUIDE: SATISFACTORY: All planned operations and events are delivered CLOSE MONITORING: 90% - 99% of operations and events are delivered REQUIRES ACTION: 89% or less operations and events are delivered</p>			
ASSESSMENT	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: STABLE	Qtr 2 2016/17: STABLE	Qtr 3 2016/17: STABLE
<p><u>October 2016</u></p> <p>During October officers participated in Col's 'Light Angel' campaign, giving lights out to pedal cyclists. Speeding operations were conducted, complemented by TISPOL Op Truck and Bus, Op Atrium and public carriage office operations. Other activities were cancelled to be replaced at short notice for patrols of Tower Bridge. The Force participated in NPCC week long 'No Insurance' campaign, utilising the Force's ANPR. There were only 28 vehicles that activated a total of 56 times, none of which resulted in offences being identified or seizures.</p> <p><u>November 2016</u></p> <p>During November officers participated in a cycle safety event at Blackfriars Bridge in relation to changes to the Cycle Superhighway and continued to support educational activities to cyclists on Col's Light Angel campaign. Officers participated in Op Trivium and counter terrorism awareness week, stopping 22 vehicles and identifying 10 offences. This resulted in 10 fixed penalty notices for a range of offences relating to drivers hours and tachograph use with fines totalling £2350. One foreign national driver was wanted on SIS alert to another country on a locate and report status. There were 29 drug driving tests, all of which were negative. The focus during the month continued on the 'five sources of danger':</p> <ol style="list-style-type: none"> 1. Travelling too fast 2. Distractions 3. Risky manoeuvres 4. Driving under the influence of alcohol and drugs 5. Failing to comply with the law of the roads <p><u>December 2016</u></p> <p>Officers supported the CoL Christmas campaign highlighting the dangers of inattention. The whole of December was allocated to NPCC Drink and Drug drive campaign, one of the five key areas of enforcement, which resulted in 109 breath tests for alcohol leading to 3 arrests. There were a further 50 roadside drug tests, leading to 6 arrests.</p> <p>There were ten operations and 461 compliance checks undertaken with 42.4% hackney carriages found non-compliant and 37.6% of private hire vehicles. Three drivers were</p>				

reported for taxi licence revocation. Some operations were supported by police officers trained in behaviour detection or the DWP and Public Carriage Office compliance staff. Taxi ops resulted in 6 arrests for offences ranging from wanted on warrant, drug driving, possession of Class A drugs with intent to supply, possession of cannabis, fraudulent identity documents and seizures for no insurance and no driving licence

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	6	3	1				30

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 4 2015/16: IMPROVING			Qtr 1 2016/17: DETERIORATING			Qtr 2 2016/17: STABLE			Qtr 3 2016/17: DETERIORATING																																																											
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																																																																					
<table><tr><td>April 2015 - March 2016</td><td>Apr</td><td>May</td><td>Jun</td><td>Jul</td><td>Aug</td><td>Sep</td><td>Oct</td><td>Nov</td><td>Dec</td><td>Jan</td><td>Feb</td><td>Mar</td><td>Total</td></tr><tr><td></td><td>341</td><td>412</td><td>287</td><td>395</td><td>463</td><td>413</td><td>347</td><td>315</td><td>73</td><td>603</td><td>423</td><td>338</td><td>4410</td></tr><tr><td>Quarterly totals</td><td colspan="3">1040</td><td colspan="3">1271</td><td colspan="3">735</td><td colspan="3">1364</td><td>4410</td></tr><tr><td></td><td colspan="3"></td><td colspan="3"></td><td colspan="3"></td><td colspan="3"></td><td></td></tr></table>														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														
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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 deteriorating position. However, please see Paragraph 6 in the Main Report for an explanation.																																																																					

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	7	5	2				101
Without due care and attention - EFPN	0	1	0	3	6	0	0	2	2				14
Without consideration to others - TOR	1	0	0	0	4	4	1	3	1				14
Without consideration to others - EFPN	0	0	0	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	19	34	28				212
Speed 20 - TOR	104	45	31	10	19	2	23	13	37				284
Speed 20 - EFPN	19	8	11	7	14	1	10	11	21				102
Speed 30 - TOR	0	0	0	1	0	0	0	1	4				6
Speed 30 - EFPN	0	0	0	0	1	0	0	1	6				8
Seatbelts - TOR	13	13	2	8	12	3	13	13	10				87
Seatbelts - Ticket	3	2	0	3	14	10	0	1	4				37
Mobile phones - TOR	34	67	112	79	76	78	26	71	27				570
Mobile phones - EFPN	10	2	11	7	5	7	0	10	8				60
Op Atrium	65	67	0	77	176	28	22	25	0				460
<i>*Number attending Op Atrium Road Show</i>	31	39	0	36	58	12	0	8	0				
Safe Ride Safe Road	4	6	6	5	4	0	0	3	0				28
SRSR who completed the course	0	0	0	0	2	0	0	2	0				4
TOTAL	301	243	211	224	376	166	121	195	150				1987
Quarterly totals	755			766			466						1987

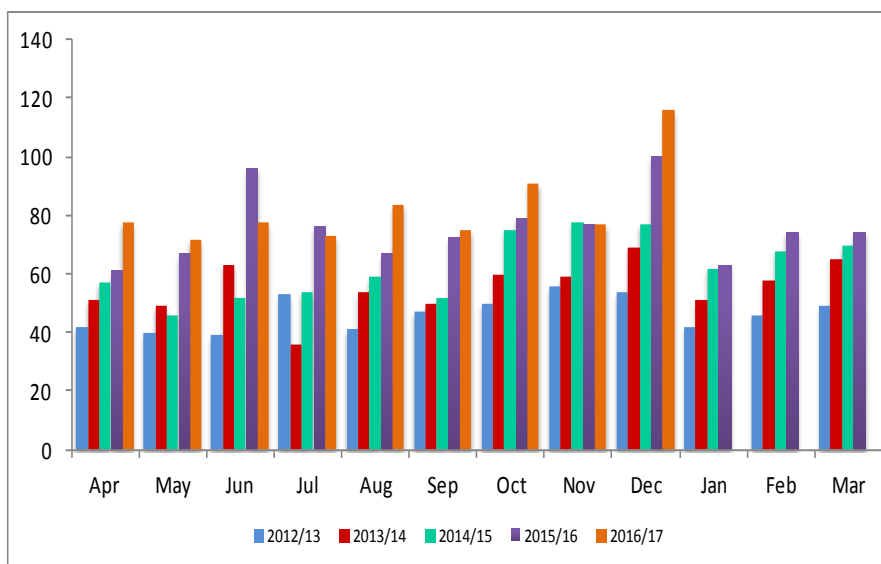
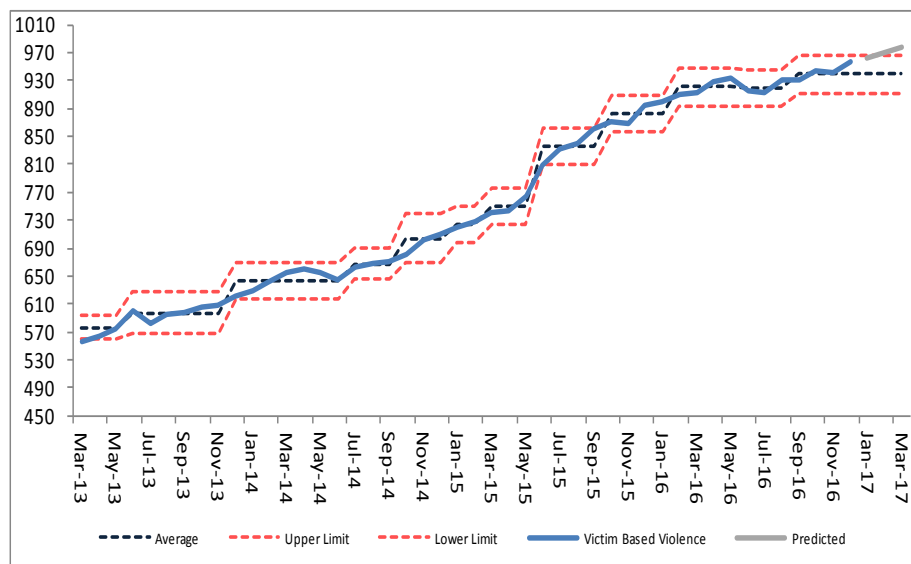
**The Atrium roadshow attendance figures are not included in the total as it is an educational activity rather than an enforcement activity.*

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 4 2015/16: STABLE	Qtr 1 2016/17: NO SURVEY	Qtr 2 2016/17: DETERIORATING	Qtr 3 2016/17: DETERIORATING																
<table><tr><th>Event</th><th>Date</th><th>Satisfaction rate</th><th>TREND</th></tr><tr><td>Police Memorial</td><td>September 2016</td><td>77.8%</td><td>↓</td></tr><tr><td>Lord Mayor’s Show</td><td>November 2016</td><td>60.0%</td><td>↓</td></tr></table>					Event	Date	Satisfaction rate	TREND	Police Memorial	September 2016	77.8%	↓	Lord Mayor’s Show	November 2016	60.0%	↓				
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Police Memorial	September 2016	77.8%	↓																	
Lord Mayor’s Show	November 2016	60.0%	↓																	
<table><tr><th>Event</th><th>Police Memorial</th><th>Lord Mayors Show</th></tr><tr><td>Number of responses</td><td>18</td><td>5</td></tr><tr><td>Information provided about right</td><td>14 (77.78%)</td><td>3 (60%)</td></tr><tr><td>Information provided slightly too long</td><td>3 (16.67%)</td><td>2 (40%)</td></tr><tr><td>Information provided slightly too short</td><td>1 (5.56%)</td><td>0</td></tr></table>					Event	Police Memorial	Lord Mayors Show	Number of responses	18	5	Information provided about right	14 (77.78%)	3 (60%)	Information provided slightly too long	3 (16.67%)	2 (40%)	Information provided slightly too short	1 (5.56%)	0	
Event	Police Memorial	Lord Mayors Show																		
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<table><tr><td></td><td></td><td>2013/14 average</td><td>90.0%</td></tr><tr><td>Total number of responses</td><td>23</td><td>2014/15 average</td><td>90.2%</td></tr><tr><td>Total number satisfied</td><td>17</td><td>2015/16 average</td><td>94.5%</td></tr><tr><td>Overall Satisfaction rate</td><td>73.9%</td><td>2016/17 average</td><td>73.9%</td></tr></table>							2013/14 average	90.0%	Total number of responses	23	2014/15 average	90.2%	Total number satisfied	17	2015/16 average	94.5%	Overall Satisfaction rate	73.9%	2016/17 average	73.9%
		2013/14 average	90.0%																	
Total number of responses	23	2014/15 average	90.2%																	
Total number satisfied	17	2015/16 average	94.5%																	
Overall Satisfaction rate	73.9%	2016/17 average	73.9%																	

The Force experienced low return data in its first 2 surveys and this has also been reflected in other surveys undertaken by the Force within year. Corporate Communications has locked down the survey monkey tool to begin centralising the way surveys are undertaken within Force and help stop survey fatigue as it has been identified that the Force is surveying the same individuals multiple times from different areas. PMG have tasked Corporate Communications and Strategic Development with evaluating the Force survey structure to define what should be surveyed and how this should be undertaken so that we can increase response rate and the value of data. A benchmarking exercise has been undertaken so the Force can create its own survey strategy. Further event surveys have therefore been postponed until a set strategy has been defined and the Force will be clear on when and who will be surveyed in a joined up fashion to prevent survey fatigue from City residents and businesses. This decision has been taken as a Force measure is currently being scored against the response from 23 individuals which does not represent a sample size that can adequately be used to assess how improvement action can be taken. Future surveys will form measures within the Force survey strategy which will go live for the 2017/18 business year.

Measure 6	Levels of victim-based violent crime.												
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to violent crime efficiently and effectively. Victim based violent crime is one of two categories of crime (the other being acquisitive crime) that constitutes the greatest volume of crime.												
DEFINITIONS	“Victim-based violent crime” comprises homicide, violence with injury, violence without injury and sexual offences. “Systemic increase” is one that is 6 consecutive increases above the mean or 4 consecutive increases above a tolerance level												
MEASUREMENT	PMG will receive data around current levels of victim-based violent crime, trend information and analysis. Note: w.e.f. 1 st April 2015, crimes under the Malicious Communications Act become notifiable and will be included within the violence without injury category. This will increase the levels of violent crime recorded. During 2014-15 there were 39 such crimes. Reporting performance for 2015-16 therefore will show levels including this category, and not including it so that a direct comparison can be made with the previous year. GUIDE: IMPROVING: Reducing trend of victim-based violent crime 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 4 2015/16: DETERIORATING			Qtr 1 2016/17: DETERIORATING			Qtr 2 2016/17: STABLE/IMPROVING			Qtr 3 2016/17: STABLE/DETERIORATING			
Monthly Totals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD
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	78	72	78	73	84	75	91	77	116				744

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)	78	72	78	73	84	75	91	77	116			
Change (month)	17	5	-18	-3	17	3	12	0	16			
	27.9%	7.5%	-18.8%	-3.9%	25.4%	4.2%	15.2%	0.0%	16.0%			
2015-16 (YTD)	61	128	224	300	367	439	518	595	695	758	832	906
2016-17 (YTD)	78	150	228	301	385	460	551	628	744			
Change (YTD)	17	22	4	1	18	21	33	33	49			
	27.9%	17.2%	1.8%	0.3%	4.9%	4.8%	6.4%	5.5%	7.1%			
Prediction 16/17 FY End	-	1004	954	896	880	896	957	975	979			



Based on reportable data during December 2016, 116 victim based violent crimes were reported, (16 more than reported last FY). FYTD stands at 744 crimes compared to 695 last years (+7.1%). The FY end prediction is showing a monthly an increase and now stands at 979 crimes (an increase based on last month's prediction by 4 crimes). **Based on HO data as of November 16 nationally violent crime is showing a 16.59% increase, Met is showing an increase of 4.23% and Westminster showing an increase of 7.08%.**

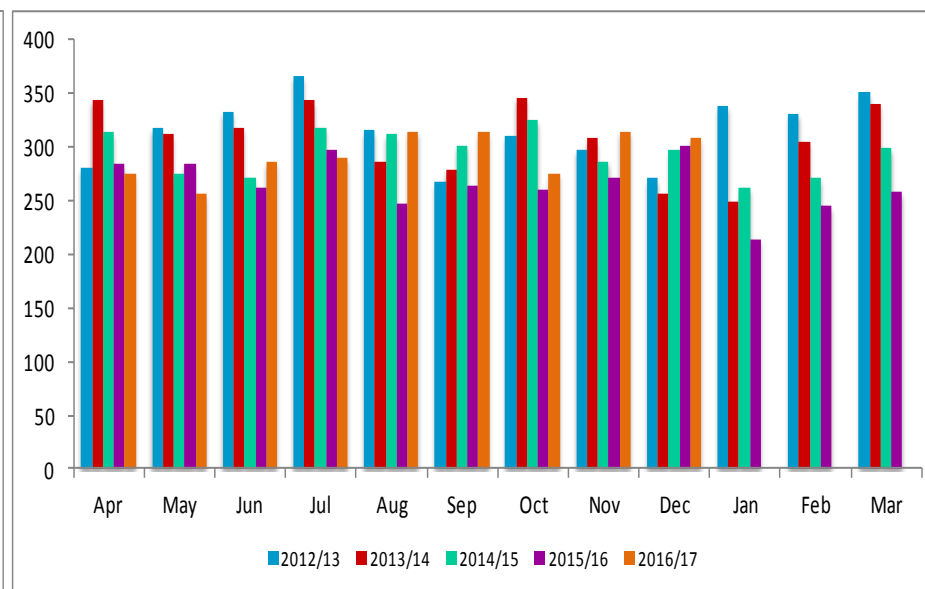
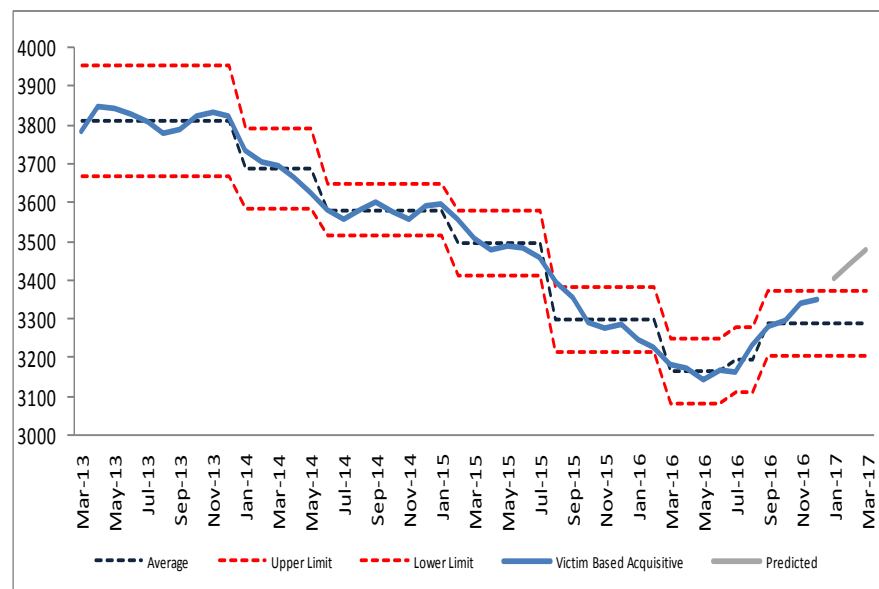
	Iquanta Data							
	CoLP		Westminster		MET		National	
	2015/16 Apr-Nov	2016/17 Apr-Nov	2015/16 Apr-Nov	2016/17 Apr-Nov	2015/16 Apr-Nov	2016/17 Apr-Nov	2015/16 Apr-Nov	2016/17 Apr-Nov
Violence w Injury	256	249	2215	2244	49919	51042	287527	310771
Violence w/o Injury	274	338	3257	3537	74169	77638	359895	447251

Based on the Iquanta publication for:

- Violence with Injury - CoLP is showing -2.73% reduction, Westminster is showing 1.31% increase, Met is showing 2.25% increase and nationally 8.08% increase.
- Violence without Injury CoLP is showing 23.36% increase, Westminster is showing 8.60% increase, Met is showing 4.68% increase and nationally 24.27% increase.

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 4 2015/16: STABLE/IMPROVING					Qtr 1 2016/17: STABLE			Qtr 2 2016/17: STABLE /DETERIORATING			Qtr 3 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	276	257	286	291	315	314	276	315	309				2,639

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)	276	257	286	291	315	314	276	315	309			
Change (month)	-9	-28	23	-6	67	50	15	43	8			
	-3.2%	-9.8%	8.7%	-2.0%	27.0%	18.9%	5.7%	15.8%	2.7%			
2015-16 (YTD)	285	570	833	1130	1378	1642	1903	2175	2476	2691	2936	3194
2016-17 (YTD)	276	533	819	1110	1425	1739	2015	2330	2639			
Change (YTD)	-9	-37	-14	-20	47	97	112	155	163			
	-3.2%	-6.5%	-1.7%	-1.8%	3.4%	5.9%	5.9%	7.1%	6.6%			
Prediction 16/17 FY End	-	2915	3054	3057	3254	3429	3527	3502	3,478			



Based on reportable data during December 2016, 309 victim based acquisitive crimes were reported, (8 more than the same month last year). FYTD stands at 2639 crimes compared to 2476 last year (+6.6%). Predictions based on the current 12 rolling month trend suggest the force will end the year with 3478 offences (a reduction based on last month's prediction).

Based on HO data as of November 16 Nationally acquisitive crime is showing a 4.19% increase, Met is showing an increase of 3.07% and Westminster showing a reduction of 2.28%.

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 4 2015/16 NA	Qtr 1 2016/17: STABLE	Qtr 2 2016/17: STABLE	Qtr 3 2016/17: STABLE
<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> L&D continue to roll out MCCT training to staff throughout the organisation with 551 staff having received this College of Policing accredited training throughout the organisation. These numbers represent an increase of 40 trained staff from the previous reporting period, with additional courses scheduled in February 17.</p> <p><u>Fire Brand Training</u> The force has seven operational front line members of staff that have attended the accredited ‘Fire Brand’ training. However due to staff movement within the crime directorate there is now a skills gap within the DIU with new members of staff requiring this specialist training. This programme is still considered to be the appropriate advanced level training for complex cyber-crime investigations including network intrusion and hacking.</p>				

High Tech Crime Unit

The Hi-Tec Crime Unit is responsible for the entire range of activities from the basic imaging through to complex investigations and on-site analysis. In order to meet the demands placed upon the unit, a training matrix is maintained to identify the requirements of the role, the training modules for specific software use, training courses for core and more specialised skills and wider technical knowledge. It is also used to identify resilience issues relating to specific skills or functions required by the unit or the Force as a whole. In the past few months 6 members of staff have undergone modular training in the use of EnCase Forensic software across separate areas including Host intrusion, Advanced Internet Examinations, Computer Forensics 1 and 2, Encase Examination Certified Examiners (exam and qualification), NTFS and Incident response. In addition, 1 member of staff has successfully completed the SANS Advanced Digital Forensics, Incident Response and Threat Hunting examination (GCFA qualification). The matrix for staff training requirements for HTCUC ensures that the following requirements are met by the team (if not each individual); Encase passport (7 modules), Advanced Digital Forensics and Incident response, Core skills in mobile forensics and data recovery, Spektor triage, Cellebrite UFED analyser, 7Safe Digital Forensics Passport (5 modules), Maquisition, Internet Evidence Finder (IEF), Blacklight Mobilyze and Intella Pro.

Digital Media Investigators

There remains six fully trained Digital Media Investigators (DMIs) within the force. DMIs are Tactical Advisors to SIOs & IOs in relation to both serious and volume crime. On 13.01.17, the CoLP hosted the first College of Policing – London Region CPD event for DMIs with attendance from NCA, MPS, BTP, HMIC and CoLP receiving inputs Communication Data, Open Source Intelligence, Digital Search and Seizure, Effective Management of DMI and Triage of Digital Forensics. As part of the wider South East Region, Force DMI's will participate in a more structured CPD programme attending regional events following a more structured quarterly module approach.

Operation FALCON – Regional Capability

The Force continues to have two officers on funded secondment with the MPS FALCON London Cyber ROCU team to enhance London's regional capability. In addition to this collaboration with London Cyber ROCU the Force has also established strong ties with the NCA's National Cyber Crime Unit (NCCU).

Crime Levels & Trends in Previous Quarter

A total of 56 cyber-crime referrals were disseminated to the CoLP in 2016, with Hacking and Denial of Service Attack's accounting for 93% of all referrals. 11 crimes were reported within the 3rd quarter (Oct-Dec) and reporting levels remained reasonably consistent throughout 2016.

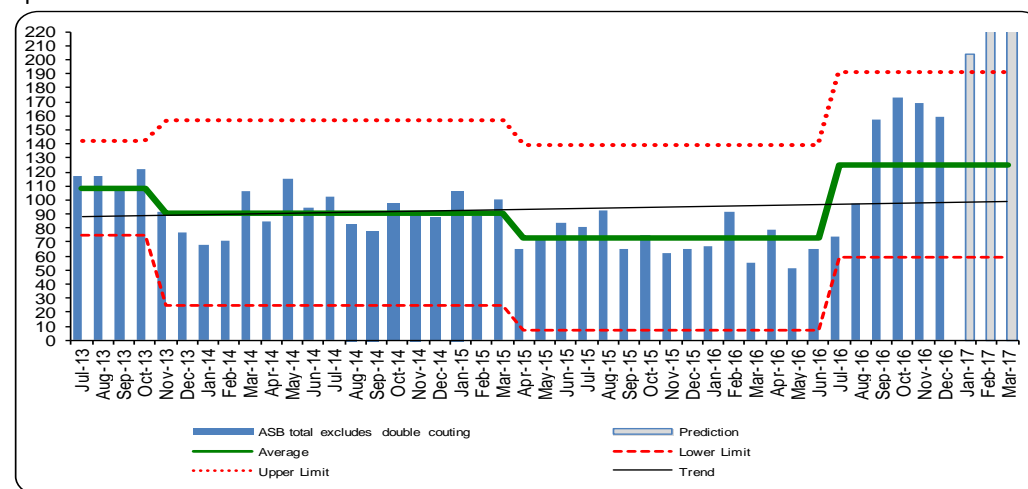
All local level cyber dependent crimes are investigated within the Digital Investigation Unit of the Crime Directorate. Capacity and staffing levels within the DIU is currently under review to ensure the force has sufficient resources to tackle the ongoing threat from Cyber-Crime.

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	<p>Assessment of performance will be based on data around current levels of ASB, trend information and analysis.</p> <p>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</p>			
ASSESSMENT	Qtr 4 2015/16: IMPROVING	Qtr 1 2016/17: IMPROVING	Qtr 2 2016/17: DETERIORATING	Qtr 3 2016/17: STABLE/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	50	64	71	96	153	169	165	136			

April 2015 – December 2015: 662

April 2016 – December 2016: 983



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.

The force has had an issue in December with a resident in The Golden Lane Estate (a resident was becoming intoxicated, threatening harm to police officers and to himself. There were in excess of ten calls to his address over a two week period. This also led to complaints from neighbours who were feeling alarmed and harassed by his behaviour. As a result of partnership working with the Corporation, the following actions were carried out:

- Community Protection Warning Notice issued by Corporation Housing with CoLP
- Environmental Protection Act Warning Notice issued by Corporation Housing with CoLP
- Eviction Warning Notice issued by Golden Lane Estates Manager in consultation with CoLP
- First Stage Harassment Warning Letter issued by CoLP following a crime raised by a neighbour
- Case conference with all stakeholders held at the Guildhall which resulted in a decision to raise an emergency injunction through the courts

Op. Alabama – this is a targeted intervention and enforcement strategy working in partnership with the Metropolitan Police in the use of Community Protection Notices (CPN's). A CPN is intended to deal with particular, ongoing problems of nuisances which negatively affect the community's quality of life by targeting the person responsible. The operation utilises the powers under the Crime and Police Act 2014. The offender is given a written warning with regards to their conduct and if this behaviour does not stop within a certain time period they will be issued a CPN.

3 x Community Protection Notices issued for begging/loitering and ASB since the last reporting month.

Op Ice – this is a targeted operation aimed at foreign nationals sleeping rough/illegally working in the City. The operation is carried out with UKBA/St. Mungo's. The outcome of this operation which occurred in December resulted in 3 x arrests/deportations.

Noise and Rowdiness

While the Corporation is responsible for noise enforcement, we have continued to respond to ASB complaints around licensed premises/hotels and serviced apartments.

Unlicensed Street Traders

Communities and Partnerships officers continue to support the CoL Licensing Street Enforcement officers with joint operations with the aim to reduce illegal street trading in the City.

Serviced Apartments

Communities and Partnerships are working with the Town Planning Office at the Corporation of London to address the issue of short lets in breach of regulation. CoL have identified a number of short lets in Trinity Square and a Planning enforcement action is being decided upon.

ASB Satisfaction Dip Sample – Over the reporting period, 30 ASB were contacted regarding their satisfaction with the police response to their call. 17 were completely satisfied, 12 were very satisfied and 1 was fairly satisfied. As no-one expressed any dissatisfaction with the police response, this represents a 100% satisfaction rate.

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 4 2015/16: STABLE		Qtr 1 2016/17: IMPROVING		Qtr 2 2016/17: STABLE		Qtr 3 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%	60%		77%	75%	▲ 2%
Level of satisfaction in outcome of investigation (Valid Responses)	70%	100%	33%	44%		42%	68%	▼ 24%
Number of invitations sent to victims to participate.	67	31	153	60		184	162	▲ 14%
Number of victims completing survey.	30	10	82	20		92	73	▲ 14%

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

Analysis of trends and activity

In Quarter 3 2016/17 **60%** of respondent victims stated that they were satisfied with the overall service provided by ECD officers during their investigation. As this is below the performance threshold this measure is assessed as requiring close monitoring. It should be noted that only **10%** of respondents were dissatisfied with the service received. The

other **30%** being neither satisfied nor dissatisfied.

The statistics for this measure were taken from a top-line report provided by the independent research company. A full analysis of the survey will be undertaken upon the receipt of the full report. This is expected in time for the January PMG report.

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

	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%	100%				100%	100%	► 0%
Total number of City fraud Investigations reaching point of outcome.	2	2	4	1	4	0	0	3	8	2				24	16	▲ 50%
Total number of City fraud investigations resulting in a positive outcome.	2	2	4	1	4	0	0	3	8	2				24	16	▲ 50%

Commentary

13 investigations into City based fraud reached the point of outcome in the3rd qtr. A further 74 ECD investigations into fraud that took place outside the jurisdiction of the City of London reached point of outcome in December.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Total number of ECD investigations reaching point of outcome	34	40	23	46	41	19	49	55	76			

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 4 2015/16: IMPROVING				QTR 1 2016/17: IMPROVING				QTR 2 2016/17: IMPROVING				QTR 3 2016/17: STABLE/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	£140,174,318	£52,480,940	£26,779,636				£2,679,671,729	£837,580,614	▲ 220%

Analysis of trends and activity

Although the potential value of fraud prevented through interventions by ECD in December 2016 has been valued a **£26,779,636**, this was attributed to the fact that no PIPCU website disruptions were reported in November or December. Due to the volume of potential PIPCU web disruptions referred to Nominet they have been unable to yet confirm the number of websites taken down. Nominet currently have almost 3,000 potential website disruptions waiting to be confirmed.

It should be noted that despite the drop in potential value of interventions, year to date the value is still up **220%** compared to the previous year.

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 4 2015/16: IMPROVING		Qtr 1 2016/17: IMPROVING		Qtr 2 2016/17: IMPROVING	Qtr 3 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)	To-date % Change
Total cumulative crimes reported to AF.	707,141	772,345	838,945	913,913		▲ 19%
Total cumulative crimes disseminated.	189,249	206,702	223,692	240,878		▲ 8%
Total cumulative outcomes reported to NFIB	68,736	74,570	84,368	93,474		▲ 23%
The number of judicial outcomes	30,278	32,004	34,078	36,266		▲ 13%
The number of non-judicial outcomes (NFA)	38,458	42,566	50,290	57,208		▲ 31%
Attrition rate	9.72%	9.66%	10.06%	9.78%		▲ 0.34%

Analysis of trends and activity

The cumulative average for this measure (from April 2013 to December 2016 with the attrition rate of crime reaching a point of outcome compared to crime being reported) is 9.78%. This is above the cumulative average for this measure from April 2013 to March 2016 which is the baseline for this measure. This results in this measure being recorded as satisfactory for this period. The measure can be broken down as follows with 913,913 Action Fraud crime reports made nationally and 93,474 outcomes being achieved by police forces nationally.

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	74,968	17,184	9,692	12.9%	56.4%	22.9%	7.7:1	1.7:1	7.7:1
Q4 2016/17									
2016/17	207,599	51,688	27,587	13.3%	53.4%	24.9%	7.5:1	1.9:1	7.5:1

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	<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 0.04%. 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 0.04%).</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 4 2015/16: STABLE/DETERIORATING	Qtr 1 2016/17: STABLE/IMPROVING	Qtr 2 2016/17: STABLE	Qtr 3 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%	0.03%	0.02%	0.01%				0.04%	0.04%	► 0%
Number of reports received	31,145	30,966	32,248	37,432	33,322	33,331	36,542	38,348	42,248	34,518				318,929	282,750	▲ 13%
Number of new victim complaints	13	29	14	12	10	23	16	13	9	5				131	113	▲ 16%
Number of complaints resolved	12	30	20	20	5	23	18	11	11	3				141	112	▲ 26%
Number of complaints outstanding	11	13	8	0	5	5	3	5	3	5				5	5	► 0%

Analysis of trends and activity

In December 2016 there were **0.01%** of complaints relating to Action Fraud (**5**) compared to Action Fraud reports (**34,518**). This is below the performance threshold and is the lowest percentage of complaints year to date. As a result this measure is assessed as satisfactory.

The most common cause of complaints was the lack of investigation into a victim's crime. **3** of the **5** complaints in December related to this. Lack of investigation has been the most common cause of complaint throughout 2016/17, **97** of the **131** complaints have related to this.

Category of Complaint	Volume - December
Lack of Investigation	3
No update on reported crime	1
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 (currently £45.06) or increasing value of ROI in year. STABLE: Quarters data below the 10% threshold of 15/16 average value of ROI. DETERIORATING: Two consecutive quarters below the 10% threshold of the 15/16 average value of ROI.</p>					
ASSESSMENT	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	£65.85		£51.66
<p><u>Analysis of trends and activity</u></p> <p>The Return on Investment figure for Quarter 3 2016/17 was £65.85. As this is above the performance threshold this measure is assessed as satisfactory. The higher ROI figure can be attributed to the higher savings registered within the future fraud saved from enforcement cases by DCPCU. This DCPCU figure was considerably higher due to a number of cases reaching point of charge where the frauds were committed over a relatively short period, meaning that very high average <u>daily</u> fraud values stolen (a key element of the calculation) were registered. High average daily fraud values stolen are a key determiner of the variation of the final value of the future fraud saved from enforcement cases figure and ultimately the final ROI value.</p>						

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	<p>Quarterly by survey. PMG will receive data detailing the number of reports to Action Fraud in the reporting period, the percentage satisfaction of victims using the online survey and the percentage satisfaction of victims using the telephone survey. The victim survey is conducted at the conclusion of the initial reporting the crime and can be completed online or over the phone.</p> <p>GUIDE: Over the course of 2015-16 the Force achieved an average satisfaction level of 80% with little monthly variation (<i>new criteria – see below</i>).</p> <p>IMPROVING: Increasing %.</p> <p>STABLE: Quarter's data within 10% of previous 15/16 average.</p> <p>REQUIRES ACTION: Quarter's data below the 10% threshold of 15/16 average</p>			
ASSESSMENT	Qtr 4 2015/16: STABLE (new criteria)	Qtr 1 2016/17: STABLE (new criteria)	Qtr 2 2016/17: STABLE	Qtr 3 2016/17: STABLE
<p>NOTE:</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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)</p>				

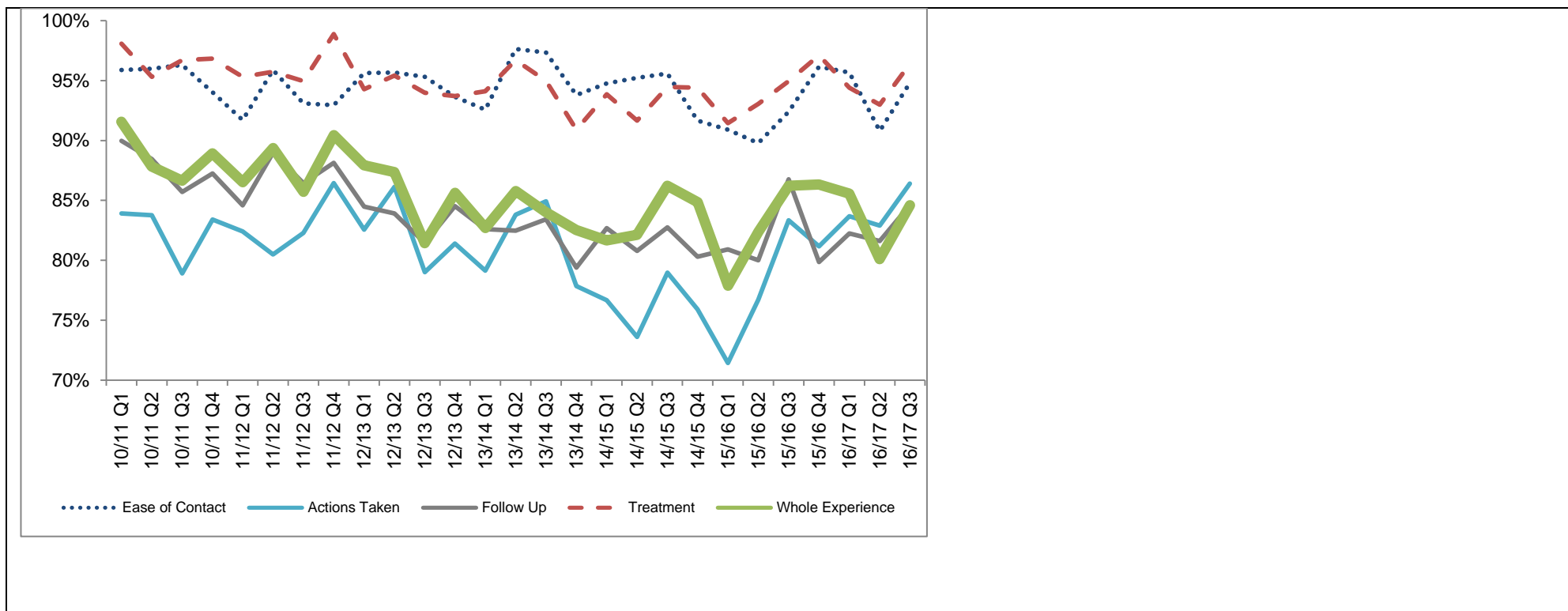
15/16	Q1	Q2	Q3	Q4	15/16 Ave
% of Victims satisfied with the online service in period.	82%	79%	80%	79%	80%
Number of victims completing online survey	1,295	1,718	1,773	1,512	6,298
Number of victims satisfied with the online service	1,068	1,360	1,419	1,197	5,044

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%	80%		79%	80%	▼ 1%
Number of reports (crime and Information) to AF	93,436	100,646	103,195	115,114		318,929	282,750	▲ 13%
Number of people completing survey.	1,575	1,726	1,907	1,764		5,397	4,786	▲ 13%

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</p> <p>STABLE: 80% - 84%</p> <p>DETERIORATING: Less than 80% or reducing trend</p>			
ASSESSMENT	Qtr 4 2015/16: STABLE	Qtr 1 2016/17: STABLE/IMPROVING	Qtr 2 2016/17: STABLE/DETERIORATING	Qtr 3 2016/17: STABLE/IMPROVING

	Ease of Contact	Action	Follow Up	Treatment	WHOLE EXPERIENCE
2014-15	94.4%	76.3%	81.6%	93.6%	83.8%
2015-16	92.0%	77.5%	81.7%	93.8%	82.7%
QTR 1 2016-17	95.7%	83.7%	82.2%	94.4%	85.6%
QTR 2 2016-17	90.8%	82.9%	81.6%	93.0%	80.1%
QTR 3 2016-17	94.8%	86.4%	84.6%	96.4%	84.6%
YTD AVG	93.7%	84.3%	82.8%	94.6%	83.4%



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%. The average for 15/16 was 80.19%</p>
DATA SOURCE	Customer Satisfaction Survey
ASSESSMENT	DETERIORATING
<p>In 2015/16 the percentage of people surveyed who believed the police in the City of London are doing a good or excellent job was 80.19%.</p> <p>The survey took place from week commencing 10th October and ran until Sunday 6th November. Corporate Communications promoted the survey using the Force on-line Twitter and Facebook accounts so that the public could complete the survey online. In total there were 317 responses to the Force survey, this is in comparison to the 372 responses that were received for the 2015/16 survey. For consistency the Force used the same question sets used in 2015/16 so a direct comparison of responses could be made.</p> <p>Full analysis of the results and an associated action plan was presented to PMG in December.</p> <p>Question 2: In terms of personal security, please rate how safe you feel in the City? 77.6% (246) of respondents felt very safe or quite safe with an additional 11.67% (37) people feeling just ok. 5.05% (16) of respondents felt a little unsafe or very unsafe.</p>	

This is compared to 69.62% of respondents in 2015/16 who felt very safe or quite safe. This is a rise of 7.98%.

Question 3: How satisfied are you with how the City of London is policed?

54.25% (172) of respondents were totally or quite satisfied with an additional 23.03% (73) feeling just ok.

22.72% (72) were not satisfied or totally unsatisfied.

This is compared to 80.11% of respondents who were totally or quite satisfied in 2015/16, this is a reduction of 25.86%.

There were 106 comments made against the response to this question which will be reviewed and form part of the survey analysis and action plan to be produced by Strategic Development.

Question 5: In the City of London, what do you consider to be the 3 most important safety and security issues?

The top 3 issues identified by respondents were as follows:

- 1) Road Safety: 225 respondents
- 2) Threat of Terrorism: 143 respondents
- 3) Personal Theft: 139 respondents

(Total responses are out of the 317 responding to the survey)

This is in comparison to the top 3 priorities identified in 2015/16 which were as follows:

- 1) Threat of Terrorism: 270 respondents
- 2) Road Safety: 158 respondents
- 3) Alcohol Related Disorder: 156 respondents

(Total responses are out of the 372 responding to the survey)

From the analysis Road Safety has moved to be the biggest concern with personal theft rising from 6th on the list in 2015/16 to 3rd this year.