

City of London Police

# Policing Plan Performance Measures 2017-18

## Contents Summary

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## 1. City Crime Overview

Area 1	City Crime Overview
AIM/RATIONALE	To ensure the overall picture of crime within the City is monitored and emerging trends are acted upon within year.
MEASUREMENT	<p>PMG will receive data around current levels of overall crime, trend information and analysis.</p> <p><b>GUIDE:</b> <b>SATISFACTORY:</b> Reducing trend of crime or within statistical tolerance levels (as indicated monthly on performance charts) <b>CLOSE MONITORING:</b> No stable trends indicated or increase on previous month <b>REQUIRES ACTION:</b> Systemic increase in levels of violent crime</p>
DATA SOURCES	FIB
ASSESSMENT	

Crime Summary - Year to Date						
Crime Category	2016/17		2017/11		Change	
	From		From		Number	%
	To		To			
Homicide						
Violence with Injury						
Violence Without Injury						
Rape						
Other Sexual Offences						
Victim-Based Violence						
Robbery of Business Property						
Robbery of Personal Property						
Burglary in a Dwelling						
Burglary - Non Dwelling						
Vehicle Offences						
Theft from the Person						
Bicycle Theft						
Shoplifting						
All Other Theft Offences						

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<b>Victim-Based Acquisitive Crime</b>								
Arson								
Criminal Damage								
<b>Arson &amp; Criminal Damage</b>								
<b>Victim-Based Crime</b>								
Drug Offences								
Possession of Weapons Offences								
Public Order Offences								
Misc Crimes Against Society								
<b>Crimes Against Society</b>								
<b>All Crime</b>								

## Monthly Chart

All Crime

Overall Crime	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016-17 (Month)												
2017-18 (Month)												
Change (Month)												
2016-17 (YTD)												
2017-18 (YTD)												
Change (YTD)												
Prediction 17/18 FY End												

## 2. Counter Terrorism 4P Overview

Area 2	Counter Terrorism												
4P Plan Lead	DCI Service												
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the terrorist threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.												
DEFINITIONS													
MEASUREMENT	<b>GUIDE:</b>												
	<b>Satisfactory:</b>		<b>Capability:</b> The Force has sufficient resources to implement the 4P plan as envisaged <b>Impact:</b> There is evidence the tactics used are having the desired impact on the threat level facing the City.										
	<b>Close Monitoring:</b>		<b>Capability:</b> The Force has a slight shortage in resources or capability to implement 4P Plan but this is being filled from other areas within the Force. <b>Impact:</b> There is little or no evidence that the tactics used by the Force are having the desired impact on the threat level facing the City.										
	<b>Requires Action:</b>		<b>Capability:</b> The Force does not have the capability to implement the 4P plan and cannot transfer resources in from other areas to work on desired outcomes. <b>Impact:</b> The Force tactics are having no impact on the threat level facing the City and action is required to change approach used.										
DATA SOURCE	SB & PIU												
ASSESSMENT	Capability						Impact						
OP LIGHTNING REPORTS WITHIN CITY (CT& SB to update)													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	CURRENT THREAT LEVEL
Op Lightning Reports 2016-17													SEVERE
Op Lightning Reports 2017-18													THREAT LEVEL FROM PREVIOUS MONTH
Trend													SEVERE
City Counter Terrorism Briefings (CT& SB to update)													
Month	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	
2016/17 briefings, training and table top exercises	98	95	47	80	43	83	45	93					
2017/18 briefings, training and table top exercises													

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2016/17 YTD Briefing Total =

2017/18 YTD Briefing Total =

Counter Terrorism Investigation Demand (CT& SB to update)

Month	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Number of Investigations processed by CT FMIU												
Trend												
Year to Date Rolling Total												

Pursue Update	TBC												
Protect Update		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Number Griffin Attendees												
	Percentage consider Force capable												
	Number Argus Attendees												
	Percentage consider Force capable												
	Servator Update & Outcomes (Servator to provide update)												
Prevent Update	Prevent Activities undertaken with the Corporation (CT& SB to update)												
Prepare Update	Activities to improve awareness and response capabilities within the City (CT& SB to update)												
	CT Exercises undertaken (Force only and with partner agencies) I&I to provide exercise update from Force calendar.												

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### 3. Cyber Attack 4P Overview

Area 3	Cyber Attack												
4P Plan Lead	DCI Stokes												
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the cyber crime threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.												
DEFINITIONS	Cyber Crime is a crime undertaken using... Cyber enabled crime is a												
MEASUREMENT	<p>Assessment is based on current levels of cyber crime, trend information and analysis.</p> <p><b>GUIDE:</b></p> <p><b>Satisfactory:</b>      <b>Capability:</b> The Force has sufficient specialist resources/capability to respond effectively to local victims/incidents of cyber-crime and to implement the wider 4P plan  <b>Impact:</b> There is evidence to suggest the tactics used are having a positive impact on tackling the local threat and also contributing towards tackling the broader national threat</p> <p><b>Close Monitoring:</b> <b>Capability:</b> The Force has a shortage of specialist resources/capability to respond effectively to local victims/incidents of cyber-crime and to implement the wider 4P plan, but there are measures in place to address the current shortfall  <b>Impact:</b> There is little or no evidence to suggest the tactics used are having a positive impact on tackling the local threat or contributing towards tackling the broader national threat</p> <p><b>Requires Action:</b>    <b>Capability:</b> The Force does not have sufficient specialist resources/capability to respond effectively to local victims/incidents of cyber-crime and to implement the wider 4P plan and there are no measures in place to address the current shortfall  <b>Impact:</b> The tactics used are not having a positive impact on tackling the local threat or contributing towards tackling the broader national threat</p>												
DATA SOURCE	PIU (I&I) for crime stats												
ASSESSMENT	Capability	Impact											
	Cyber Crime NFIB Referrals	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	2016-17 (Month)												
	2017-18 (Month)												
	Change (Month)												
	2016-17 (YTD)												

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<b>2017-18 (YTD)</b>												
<b>Change (YTD)</b>												

<b>Bespoke Cyber Protect Victim Meetings</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>Victim Meetings</b>												
<b>Number of NFIB Cyber Referrals</b>												
<b>Difference</b>												

<b>Volume of Intelligence Disseminations</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>Number of Disseminations</b>												
<b>2017-18 (YTD)</b>												

Capturing volume of intelligence disseminations relating to harmful entities to law enforcement partners; regional/national/international

<b>Pursue Update</b>	Text on above table, volumes of reported crimes and investigations of note
<b>Protect Update</b>	Text on cyber protect victim meetings and additional text detailing cyber protect projects/initiatives
<b>Prevent Update</b>	Text on intelligence disseminations relating to harmful entities and additional text concerning specific disruption activity
<b>Prepare Update</b>	Text to capture collaborative local/regional/national approach, responding to CoL jurisdictional reports in partnership with FALCON and National Crime Agency

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#### 4. Fraud 4P Overview

Area 4	Fraud		
4P Plan Lead	D.Supt Woodall		
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the fraud threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.		
DEFINITIONS			
MEASUREMENT	<b>GUIDE:</b> <b>Satisfactory:</b> <b>Capability:</b> The Force has sufficient resources to implement the 4P plan as envisaged <b>Impact:</b> There is evidence the tactics used are having the desired impact on the threat level facing the City. <b>Close Monitoring:</b> <b>Capability:</b> The Force has a slight shortage in resources or capability to implement 4P Plan but this is being filled from other areas within the Force. <b>Impact:</b> There is little or no evidence that the tactics used by the Force are having the desired impact on the threat level facing the City. <b>Requires Action:</b> <b>Capability:</b> The Force does not have the capability to implement the 4P plan and cannot transfer resources in from other areas to work on desired outcomes. <b>Impact:</b> The Force tactics are having no impact on the threat level facing the City and action is required to change approach used.		
DATA SOURCE			
ASSESSMENT	Capability		Impact

**Overview - The number of frauds reported and disseminated within the City.**

The number of frauds reported by City based victims to Action Fraud Apr 16 – Mar 17															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	16/17 YTD	15/16 YTD	YTD % Change
City based victim reports															

The number crimes (NFRCs) disseminated to the City from the NFIB Apr 16 – Mar 17															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	16/17 YTD	15/16 YTD	YTD % Change
NFRCs Disseminations to the City															

**Please Note:** It should be noted that City of London investigations will focus on criminal activity rather than victim location, and therefore many of the crimes accepted will not relate to those reported by City of London based victims. The majority of City of London based victims will therefore have their crime (if appropriate) investigated by other forces or ECD departments

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(IFED, DCPCU), due to where the suspected criminal activity has taken place.

**Breakdown the reported and disseminated crimes reports**

**233** NFIB6B – Insurance Broker Frauds crimes were reported in November, all of which relate to reports regarding AXA insurance. All reports made during this period were a result of historic work carried out during an IFED investigation when multiple additional crimes were discovered. All reports made in this period were therefore part of a data recording exercise rather than new crimes being reported within the City.

A breakdown of all fraud types reported by city based victims within November are recorded below:

Fraud Type	No. of Reports	Fraud Type	No. of Reports

Frauds types disseminated to the city during Nov 16.

A breakdown of fraud types disseminated to CoLP recorded within November are recorded below:

Fraud Type	No. of Reports	Fraud Type	No. of Reports

- Break down of crimes/ investigations accepted rejected and if they relate to new or existing investigations.
- New Fraud investigations created on UNIFI

**Assessment measure 1) City fraud Investigations resulting in positive action**

**Aim:** Ensuring that all enforcement and learning opportunities are utilised through judicial outcomes, disruptions or intelligence products will help to reduce the impact of the economic threat within the City, improve our knowledge and capability and enhance victim satisfaction.

**Linked 4P Plan:** ECD Fraud Team & CoLP officer's activity (Pursue), OP Broadway activity (Prevent), Issued products and alerts, stakeholder engagement and media campaigns (Protect), Information sharing with public/private partners (Prepare).

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	16/17 YTD	15/16 YTD	YTD % Change
<b>% of City fraud investigations resulting in a positive outcome.</b>															
Total number of City fraud Investigations reaching point of outcome.															
Total number of City fraud investigations resulting in a positive outcome.															

**Analysis of trends and activity:**

**Assessment measure 2) CoLP Outcome Rate (Outcome rate Dissemination vs. judicial/ non judicial outcomes)**

**Aim:** To ensure the effective response to fraud offenders operating within the jurisdiction of the City of London highlighting the impact of demand and capability.

**Linked 4P Plan:** Overview of Enforcement activity (Pursue)

	Apr 13 – Mar 16	Q1 (Apr 13 – June 17)	Q2 (Apr 13 – Sep 17)	Q3 (Apr 13 – Dec 17)	Q4 (Apr 13 – Mar 18)	To-date % Change
Cumulative number of crimes disseminated to CoLP						
Cumulative number of outcomes reported to NFIB						
Cumulative number of Judicial Outcomes reported						
Cumulative number of Non- Judicial Outcomes (NFA) reported.						
<b>Outcome rate</b>						

**Analysis of trends and activity:**

### Assessment measure 3) Victim satisfaction – (National measure)

**Aim:** To ensure that a first class service is provided to victims of fraud giving them support at all stages throughout the investigative process.

**Linked 4P Plan:** Op Signature Victim care unit (Protect), Stakeholder engagement (Protect), tailored products and alerts (Protect).

Taking your whole experience into account, how satisfied are you with the service provided by the officers from the ECD in this case? - Cumulative response Apr 14 - Dec 16

	2014/15				2015/16				2016/17				Cumulative trend
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Percentage of respondents satisfied	40%	50%	65%	68%	68%	70%	71%	71%	72%	72%	72%		0% ►
Number of respondents satisfied	21	39	119	133	166	187	209	224	234	293	305		-
Number of valid responses	53	78	183	197	244	269	295	316	326	406	426		-

### Supporting information

Overall, how satisfied are you with the initial service provided by officers from the Economic Crime Directorate?

	2014/15				2015/16				2016/17				Cumulative trend
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Percentage of respondents satisfied	60%	63%	76%	77%	76%	76%	75%	75%	75%	76%	76%		0% ►
Number of respondents satisfied	33	50	141	153	186	205	223	238	247	310	324		-
Number of valid responses	55	80	186	199	245	270	297	319	329	409	429		-

Analysis of trends and activity:

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<b>Pursue Update</b>	<ul style="list-style-type: none"><li>• Overview of enforcement activity</li><li>• Overview of asset recovery activity</li><li>• Suspicious Activity Reports (SARs) update</li></ul>
<b>Protect Update</b>	<ul style="list-style-type: none"><li>• Overview of stakeholder engagement activities</li><li>• Victim support update (Op Signature)<ul style="list-style-type: none"><li>○ Victim care unit project update and then satisfaction results once available.</li></ul></li><li>• City of London Twitter Engagement rate (included narrative)</li><li>• Number of tailored products and alerts – (National)<ul style="list-style-type: none"><li>○ Satisfaction of products and alerts – (National)</li></ul></li></ul>
<b>Prevent Update</b>	<ul style="list-style-type: none"><li>• Overview of Op Broadway activity</li><li>• City based media campaigns update</li></ul>
<b>Prepare Update</b>	<ul style="list-style-type: none"><li>• Update on information sharing with public/private partners</li><li>• Update on new agreements/ legislations that support policing fraud within the city</li><li>• Overview of stakeholder engagement activities</li></ul>



## 5. Vulnerable Persons 4P Overview

Area 5	Vulnerable Persons											
4P Plan Lead	Supt Isaacs											
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to protect vulnerable people within the City and ensure the Force is providing an adequate response to improve public safety.											
DEFINITIONS												
MEASUREMENT	<p><b>GUIDE:</b></p> <p><b>Satisfactory:</b>      <b>Capability:</b> The Force has sufficient resources to implement the 4P plan as envisaged  <b>Impact:</b> There is evidence the tactics used are having the desired impact on the threat level facing the City.</p> <p><b>Close Monitoring:</b>      <b>Capability:</b> The Force has a slight shortage in resources or capability to implement 4P Plan but this is being filled from other areas within the Force.  <b>Impact:</b> There is little or no evidence that the tactics used by the Force are having the desired impact on the threat level facing the City.</p> <p><b>Requires Action:</b>      <b>Capability:</b> The Force does not have the capability to implement the 4P plan and cannot transfer resources in from other areas to work on desired outcomes.  <b>Impact:</b> The Force tactics are having no impact on the threat level facing the City and action is required to change approach used.</p>											
DATA SOURCE												
ASSESSMENT	Capability			Impact								
Monitoring Suicide Attempts within City												
Month	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Number of Suicide Attempts within City												
Trend												
Number of successful Suicide Attempts within City												
Trend												
Domestic Abuse Crimes and Incidents												
Month	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
Number of Domestic Abuse Crimes												
Trend												
Number of Domestic												

## DRAFT NOT PROTECTIVELY MARKED – MANAGEMENT DRAFT

Abuse Incidents												
Trend												

ASB Incidents against Vulnerable Victims (Break down as per SOP categories only)

Month	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
ASB Incidents against vulnerable victims												
Trend												

Other stats on vulnerable people that can be collated within relevance for strategy? e.g. CSE, FGM, Domestic Abuse to encourage positive reporting in these areas.

Pursue Update	Proceed with victimless prosecution Use of National Referral Mechanism for suspected people trafficking offences												
Protect Update	Number of Domestic Abuse cases referred to MARAC												
	Month	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
	Number of Referrals												
	Trend												
	Completion Rates of DASH books against number of Domestic Abuse crimes/incidents												
	Month	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
	Completion rates (%)												
	Trend												
	Narrative to explain when victims refuse as this will explain why 100% is not reached each month.												
	Prevent Update	Number of care plans in place for individuals who repeatedly threaten suicide											
Prepare Update	Number of Child coming to notice (377's) completed in relation to domestic abuse cases												
	Month	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
	Number of domestic related CCN												
	Trend												

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## 6. Violent Crime 4P Overview

Area 6	Victim Based Violent Crime		
4P Plan Lead	Supt Evans		
AIM/RATIONALE	The aim is to provide the Force will sufficiently detailed information (intelligence and statistics) to allow it to manage its response to violent crime efficiently and effectively. Victim based violent crime is one of two categories of crime (the other being acquisitive crime) that constitutes the greatest volume of crime.		
DEFINITIONS	<p>“Victim-based violent crime” comprises homicide, violence with injury, violence without injury, sexual offences.</p> <p>“Systemic increase” is one that is 6 consecutive increases above the mean or 4 consecutive increases above a control level</p>		
MEASUREMENT	<p>PMG will receive data around current levels of victim-based violent crime, trend information and analysis.</p> <p><b>GUIDE:</b></p> <p><b>Satisfactory:</b>                      <b>Capability:</b> The Force has sufficient resources to implement the 4P plan as envisaged.  <b>Impact:</b> There is evidence the tactics used are having the desired impact on the threat level facing the City.</p> <p><b>Close Monitoring:</b>           <b>Capability:</b> The Force has a slight shortage in resources or capability to implement 4P Plan but this is being filled from other areas within the Force.  <b>Impact:</b> There is little or no evidence that the tactics used by the Force are having the desired impact on the threat level facing the City.</p> <p><b>Requires Action:</b>              <b>Capability:</b> The Force does not have the capability to implement the 4P plan and cannot transfer resources in from other areas to work on desired outcomes.  <b>Impact:</b> The Force tactics are having no impact on the threat level facing the City and action is required to change approach used.</p>		
DATA SOURCE	PIU (I&I) For Crime Stats		
ASSESSMENT	Capability		Impact

**DRAFT NOT PROTECTIVELY MARKED – MANAGEMENT DRAFT**

Victim Based Violent Crime	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2016-17 (Month)												
2017-18 (Month)												
Change (Month)												
2016-17 (YTD)												
2017-18 (YTD)												
Change (YTD)												
Prediction 17/18 FY End												

Include breakdown of crime types (comprises homicide, violence with injury, violence without injury, sexual offences [Reported as Rape and other sexual offences]) This will allow context for crime type and trends occurring within the City.

<b>Pursue Update</b>	Provide Arrest figures for violent crime with detected and undetected figures for crime breakdown provided above. (PIU to provide figures)
<b>Protect Update</b>	Licensing trust forum work – partnership work with licensing trade within City. (This will include the work being undertaken by the Force to work with our community to mitigate the threat and harm violent crime has as part of the night time economy, demonstrating how the use of the night time levy funding is being used to assist the trade of the business community that provides this funding stream for the Force)
<b>Prevent Update</b>	Identifying, with the licensing trade, how we can reduce the impact excess alcohol has in causing violent crime within the City and put into place measures in partnership with them to prevent alcohol being a contributory factor in this crime area. (Update on work being undertaken and initiatives rolled out within City, will link with report within Protect area)
<b>Prepare Update</b>	Work in partnership with Corporation to establish changes in City infrastructure (Hotels, Bars, Office Space etc) to assess the changing level of Demand facing the Force and its potential impact on violent crime and any links to the expansion of the night time economy and services provided within the City.  Work with BTP in assessment of night tube and the implications this may have on demand within the City.

## 7. Road Policing 4P Overview

Area 7	Road Policing																																																																																																														
4P Plan Lead	Insp Smallwood																																																																																																														
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to improve road safety within the City and ensure the Force is providing an adequate response to mitigate this threat.																																																																																																														
DEFINITIONS																																																																																																															
MEASUREMENT	<b>GUIDE:</b> <b>Satisfactory:</b> <b>Capability:</b> The Force has sufficient resources to implement the 4P plan as envisaged <b>Impact:</b> There is evidence the tactics used are having the desired impact on the threat level facing the City. <b>Close Monitoring:</b> <b>Capability:</b> The Force has a slight shortage in resources or capability to implement 4P Plan but this is being filled from other areas within the Force. <b>Impact:</b> There is little or no evidence that the tactics used by the Force are having the desired impact on the threat level facing the City. <b>Requires Action:</b> <b>Capability:</b> The Force does not have the capability to implement the 4P plan and cannot transfer resources in from other areas to work on desired outcomes. <b>Impact:</b> The Force tactics are having no impact on the threat level facing the City and action is required to change approach used.																																																																																																														
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ASSESSMENT	Capability						Impact																																																																																																								
<p style="text-align: center;"><b>KSI stats for City roads 2017/18</b></p> <table border="1"> <thead> <tr> <th></th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>Aug</th><th>Sep</th><th>Oct</th><th>Nov</th><th>Dec</th><th>Jan</th><th>Feb</th><th>Mar</th><th>FYTD</th></tr> </thead> <tbody> <tr> <td>FATAL</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>SERIOUS</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>SLIGHT</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p style="text-align: center;"><b>2015 comparison</b></p> <p style="text-align: center;">The figures below represent killed and serious injury only. AoJ to provide other statistics.</p> <table border="1"> <thead> <tr> <th></th><th>Apr</th><th>May</th><th>Jun</th><th>Jul</th><th>Aug</th><th>Sep</th><th>Oct</th><th>Nov</th><th>Dec</th><th>Jan</th><th>Feb</th><th>Mar</th><th>FYTD</th></tr> </thead> <tbody> <tr> <td>2016/17</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr> <td>2017/18</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>															Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	FATAL														SERIOUS														SLIGHT															Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD	2016/17														2017/18													
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD																																																																																																		
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2017/18																																																																																																															

**DRAFT NOT PROTECTIVELY MARKED – MANAGEMENT DRAFT**

<b>Pursue Update</b>	<p>Criminal Enforcement activity update <b>Conduct regular, targeted criminal enforcement activities on the roads (to ensure that higher risk road user behaviour is addressed through criminal prosecution or educational alternatives, such as Traffic Offence Reports).</b></p> <p>Number of operations conducted in partnership with Freight compliance unit.</p>
<b>Protect Update</b>	<p>Sharing of collision and safety data with Corporation (Update on issues identified and shared) <b>Pass on collision data (STATS19) to the City of London Corporation (to assist the local authority to make decisions on engineering matters relating to road layouts and junctions).</b></p>
<b>Prevent Update</b>	<p>Education activities delivered to support the City of London Corporation and Transport for London casualty reduction target. <b>Support road safety campaigns and events delivered by the City of London Corporation (to support the local authority statutory responsibility for road safety).</b></p>
<b>Prepare Update</b>	<p>FLO provision <b>Appoint Family Liaison Officers as part of every serious and fatal road collision investigation (to ensure appropriate support is provided throughout an investigation).</b></p>

## 8. Public Order & Protective Security 4P Overview

Area 8	Public Order & Protective Security			
4P Plan Lead	CI Burgess			
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to mitigate the threat facing the City through public disorder and ensure the Force is providing an adequate response to mitigate this threat.			
DEFINITIONS				
MEASUREMENT	<p><b>GUIDE:</b></p> <p><b>Satisfactory:</b>           <b>Capability:</b> The Force has sufficient resources to implement the 4P plan as envisaged  <b>Impact:</b> There is evidence the tactics used are having the desired impact on the threat level facing the City.</p> <p><b>Close Monitoring:</b>   <b>Capability:</b> The Force has a slight shortage in resources or capability to implement 4P Plan but this is being filled from other areas within the Force.  <b>Impact:</b> There is little or no evidence that the tactics used by the Force are having the desired impact on the threat level facing the City.</p> <p><b>Requires Action:</b>      <b>Capability:</b> The Force does not have the capability to implement the 4P plan and cannot transfer resources in from other areas to work on desired outcomes.  <b>Impact:</b> The Force tactics are having no impact on the threat level facing the City and action is required to change approach used.</p>			
DATA SOURCE	UPD			
ASSESSMENT	Capability		Impact	
<p>Number of pre-planned events to be policed within year (Calendar of events)  Response to number of public order events within City (Number of events each month UPD responded to)</p>				

**DRAFT NOT PROTECTIVELY MARKED – MANAGEMENT DRAFT**

<b>Pursue Update</b>	Narrative of Force preparedness for policing pre-planned events detailed in calendar above (this will be achieved through a review of operational orders) Number of officers available for deployment (Duties Planning to provide)
<b>Protect Update</b>	Engagement activities with community and protest groups to ensure events are managed effectively (Survey to measure here to be confirmed with Corporate Comms how this will be achieved with a new line on Corporacy with Force surveys)
<b>Prevent Update</b>	Details of public order intelligence research (How Force is responding to threat and preparing to manage protests) (Return from FIB on intelligence products provided and work being undertaken to support Force deployments and activities)
<b>Prepare Update</b>	Monitor capability (Public Order trained officers numbers) (Levels of officers in post against compliment already provided within tactical assessment report) Partnership activities with Corporation (Update of work undertaken with partners, may feature in update for first area, will review when information provided as to which section suits best) Partnership activities with other agencies (as above)



## 9. Acquisitive Crime 4P Overview

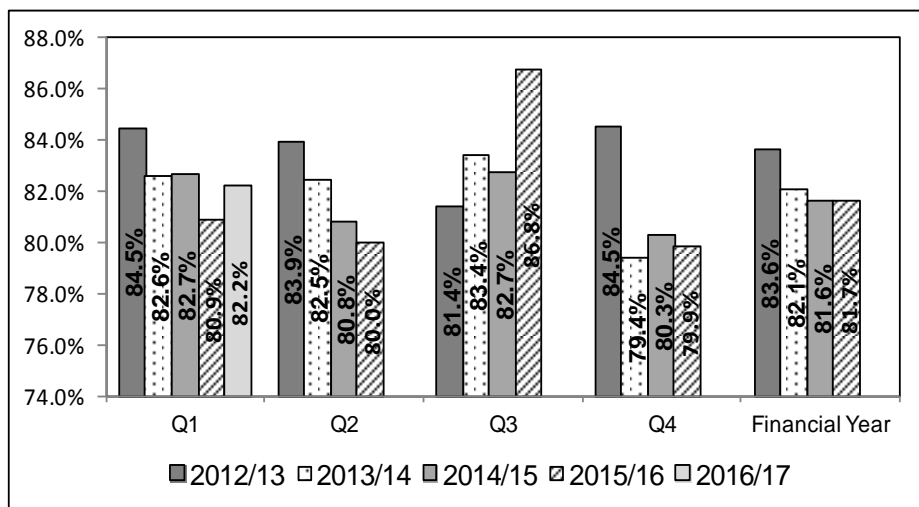
<b>Area 9</b>		<b>Acquisitive Crime</b>												
<b>4P Plan Lead</b>		<b>DCI Hayman</b>												
<b>AIM/RATIONALE</b>		The aim is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to acquisitive crime efficiently and effectively. Victim based acquisitive crime represents the Force's largest volume crime area.												
<b>DEFINITIONS</b>		<p>"Victim-based acquisitive crime" comprises robbery, vehicle crime, theft, theft from person, burglary, shoplifting and cycle theft.</p> <p>"Systemic increase" is one that is 6 consecutive increases above the mean or 4 consecutive increases above a control level</p>												
<b>MEASUREMENT</b>		<p>Assessment is based on current levels of victim-based acquisitive crime, trend information and analysis.</p> <p><b>GUIDE:</b></p> <p><b>Satisfactory:</b>                      <b>Capability:</b> The Force has sufficient resources to implement the 4P plan as envisaged  <b>Impact:</b> There is evidence the tactics used are having the desired impact on the threat level facing the City.</p> <p><b>Close Monitoring:</b>           <b>Capability:</b> The Force has a slight shortage in resources or capability to implement 4P Plan but this is being filled from other areas within the Force.  <b>Impact:</b> There is little or no evidence that the tactics used by the Force are having the desired impact on the threat level facing the City.</p> <p><b>Requires Action:</b>              <b>Capability:</b> The Force does not have the capability to implement the 4P plan and cannot transfer resources in from other areas to work on desired outcomes.  <b>Impact:</b> The Force tactics are having no impact on the threat level facing the City and action is required to change approach used.</p>												
<b>DATA SOURCE</b>		PIU (I&I) for crime stats												
<b>ASSESSMENT</b>		<b>Capability</b>						<b>Impact</b>						
	<b>Acquisitive Crime</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	
	<b>2016-17 (Month)</b>													
	<b>2017-18 (Month)</b>													
	<b>Change (Month)</b>													
	<b>2016-17 (YTD)</b>													
	<b>2017-18 (YTD)</b>													
	<b>Change (YTD)</b>													
	<b>Prediction 17/18 FY End</b>													

**DRAFT NOT PROTECTIVELY MARKED – MANAGEMENT DRAFT**

<b>Pursue Update</b>	Table of number of identified series of offences Analysis o time taken form identification of a series offender to their arrest/mitigation Number of offenders subject to Criminal Justice Disposal (Number of charges, Number of Cautions, Number of restorative justice outcomes, number of offences taken into consideration)
<b>Protect Update</b>	Op Steel Update (Overview of operational activity, impact operation is having, assessment of results)
<b>Prevent Update</b>	Offender monitoring activities (To include: The number of early street interventions where we are satisfied that the police’s challenge of offending behaviour has prevented offences occurring supported by intelligence submissions and the occasions CID use bail conditions / remands to manage offending behaviour. Once again relatively easy for the teams to collate as they go)
<b>Prepare Update</b>	Progress on crime advice communications plan Safer City Partnership communications work

## 10. Victim Satisfaction Overview

<b>Area 10</b>	<b>Levels of satisfaction of victims of crime with the service provided by the city of London police.</b>
<b>OWNER</b>	<b>UPD</b>
<b>AIM/RATIONALE</b>	The aim of this measure is to provide the Force will 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. The Force includes victims of acquisitive crime, which is not required by the Home Office, as without those victims, the sample size for the City of London would not be statistically valid.
<b>DEFINITIONS</b>	“Victim of crime” are victims of violent crime (except sexual offences), vehicle crime, acquisitive crime and criminal damage
<b>MEASUREMENT</b>	<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><b>GUIDE:</b> <b>SATISFACTORY:</b> 85% - 100%  <b>CLOSE MONITORING:</b> 80% - 84%  <b>REQUIRES ACTION:</b> Less than 80% or reducing trend</p>
<b>DATA SOURCE</b>	PIU (I&I)
<b>ASSESSMENT</b>	



Report the same format as 2016/17, Q2 2016/16 figures provided for reference of layout

ADR National Comparison (12 Month to Sept 16)					
Core Area's	CoLP	National Average	Met	CoLP's rank	Met's Rank
Ease of Contact	92.4%	93.4%	93.4%	26	23
Actions Taken	86.0%	79.9%	75.9%	8	31
Follow Up	87.6%	73.2%	71.7%	1	27
Treatment	94.6%	92.9%	89.7%	8	41
Whole Experience	87.4%	82.7%	79.1%	6	35

Table 1: Displaying the National, Met and CoLP rolling 12 month VOC data till September 2016 with CoLP and Met ranking.

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%

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

## 11. Customer Satisfaction Survey

Area 11	The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job
OWNER	BSD
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 the annual customer survey conducted for the customer workstream 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><b>GUIDE: SATISFACTORY:</b> 85% - 100% <b>CLOSE MONITORING:</b> 80% - 84% <b>REQUIRES ACTION:</b> Less than 80% or reducing trend</p>
DATA SOURCE	STRATEGIC DEVELOPMENT/CORPORATE COMMUNICATIONS
ASSESSMENT	