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| <b>Committee(s):</b><br>Police Performance and Resource Management Sub-Committee                             | <b>Date:</b> 30 <sup>th</sup> May 2017 |
| <b>Subject:</b><br>4 <sup>th</sup> Quarter Performance against measures set out in the Policing Plan 2016-19 | <b>Public</b>                          |
| <b>Report of:</b><br>Commissioner of Police<br>Pol 31-17                                                     | <b>For Information</b>                 |
| <b>Report author:</b><br>Stuart Phoenix, Head of Strategic Development                                       |                                        |

### Summary

1. This report summarises performance against the measures in the Policing Plan 2016-19 for the period 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017.

| Measure                                                                                                                                                                        | TREND<br>Qtr 1<br>(16/17)        | TREND<br>Qtr2<br>(16/17)      | TREND<br>Qtr3<br>(16/17) | TREND<br>Qtr4<br>(16/17)         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-------------------------------|--------------------------|----------------------------------|
| 1. The number of specific counter terrorism deployments tasked that are completed.                                                                                             | Stable Positive*                 | Stable Positive* <sup>1</sup> | Stable Positive*         | Stable Positive*                 |
| 2. The percentage of those surveyed who are confident that the City of London is protected from terrorism                                                                      | Stable                           | Improving                     | Stable Negative          | Improving                        |
| 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                                                                                                                  | Deteriorating                    | Stable Positive*              | Deteriorating            | 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 1 <sup>st</sup> qtr | Deteriorating                 | Deteriorating            | No survey in 4 <sup>th</sup> qtr |
| 6. The level of victim-based violent crime                                                                                                                                     | Deteriorating                    | Stable Positive               | Stable Negative          | Stable Negative                  |
| 7. The level of victim-based acquisitive crime                                                                                                                                 | Stable                           | Stable Negative               | Stable Negative          | Stable Negative                  |
| 8. The capacity and capability of the Force to deal with the threat posed by cyber crime                                                                                       | Stable                           | Stable Positive               | Stable Positive          | Stable Positive                  |
| 9. The level of antisocial behaviour incidents                                                                                                                                 | Improving                        | Deteriorating                 | Stable Positive          | Stable Negative                  |
| 10. The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided                                              | Improving                        | Stable Positive               | Stable Negative          | Stable Negative                  |
| 11. The number of City Fraud Crimes Investigated resulting in a positive action whether through offender disposal, prevention or disruption                                    | Stable                           | Stable Positive*              | Stable Positive          | Stable Positive                  |
| 12. The value of fraud prevented through interventions                                                                                                                         | Improving                        | Improving                     | Stable Positive          | 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 a previous Sub Committee.

|                                                                                                                            |                                |                                     |                 |                      |
|----------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------|-----------------|----------------------|
| 13.The attrition rate of crimes reported to Action Fraud                                                                   | Improving                      | Improving                           | Improving       | Improving            |
| 14.The number of complaints against Action Fraud                                                                           | Stable Improving               | Stable Negative                     | Stable Positive | Stable Positive      |
| 15.Level of the National Lead Force's return on investment                                                                 | Improving                      | Improving                           | Improving       | Stable Negative      |
| 16.The percentage of victims of fraud who are satisfied with the Action Fraud reporting service (online)                   | New criteria                   | Stable Negative                     | 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 Negative                     | Stable Positive | Stable Negative      |
| 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 | Survey results to be reported in Q3 | Deteriorating   | Next survey Oct 2017 |
| <p><b>Recommendation</b></p> <p>It is recommended that your Sub Committee receives this report and notes its contents.</p> |                                |                                     |                 |                      |

## **Main Report**

### **Background**

1. This report presents Force performance against the measures published in your Committee's Policing Plan 2016-19 to the end of the 4<sup>th</sup> quarter 2016-17 for the financial year (1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017). All relevant performance information is contained within Appendix 'A'.
2. For the Force Performance Management Group (PMG), measures are graded around whether performance is 'satisfactory', 'requires close monitoring' or 'requires action'. For reports to your Sub Committee, trend information is provided together with a summary of those areas that the Force considers is of greatest concern (Deteriorating).
3. As previous performance reports, a broad overview of wider Force performance is also included for Members' information and interest.

### **Current Position**

#### ***Overview of Force Performance***

4. A comparison with the same period in 2015-16 shows that between 1<sup>st</sup> April and 31<sup>st</sup> March 2017
  - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at

4,693 offences, compared to 4,365 offences at the same the previous year, an increase of 328 offences ( + 7.5%). This has principally been caused by an overall increase in the level of acquisitive crime (up 11% or 351 offences).

- Crimes against statute, which includes drugs offences, possession of weapons, public order offences and 'miscellaneous crimes against society'<sup>2</sup>, fell by -10.4% or 90 fewer offences (772 crimes compared to 862 the previous year).
  - At the end of March 2017, total notifiable crime had increased by 4.6% or 238 offences (5,465 crimes compared to 5,227 the previous year).
5. The 4.6% increase in total recorded crime mirrors the national position (although the national increase has averaged 10%). No force has recorded a decrease. City of London Police's increase was the 8<sup>th</sup> lowest nationally (see chart on the final page of Appendix A).
  6. Victim based acquisitive crime in the City of London remains a focus as is slightly higher than the National average in terms of percentage increase. All 7 MPS Boroughs surrounding the City of London have shown an increase in Acquisitive Crime. The City of London recorded 3546 offences of acquisitive crime; the surrounding 7 MPS boroughs cumulatively recorded 145,634 offences, averaging out at 20,804 offences per neighbouring borough.
  7. Theft from licensed premises continues to be a problem. A recent problem profile from February to April 2017 highlighted 133 offences of Theft in Licensed premises. In 94 of 133 theft offences, the venue did not have adequate CCTV, meaning that in 125 offences (of the 133) offenders could not be identified.
  8. In addition to those items reported in previous quarterly reports to your Sub Committee, notable Force achievements and activities during the 4<sup>th</sup> quarter 2016/17 include:
    - A search of a man's apartment in Islington who had been intercepted by City officers collecting something from a City collection facility, found 4kg of cannabis resin. He was jailed for 6 months at the Old Bailey for possession with intent to supply a Class B drug and possession of 2 Class A drugs.
    - In what has been considered a UK first, a Public Protection Unit (PPU) investigation lead to the arrest and imprisonment of a man by City of London Magistrates for posting intimate photographs of his former girlfriend on the internet (known commonly as 'revenge porn').

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

- Two drug dealers were sentenced to a total of 16 years imprisonment following an investigation by the Force's Major Crime Team. Both were involved in significant organised criminality involving largely Albanian men who were in the UK illegally.
- A PIPCU (Police Intellectual Property Crime Unit) operation set up to take away revenue that criminals use to undermine one of the most important industries in the UK, was credited as being instrumental in a 64% drop in UK advertising on illegal websites.
- An investigation by the Force's Major Crime Team resulted in the imprisonment of a man for 3 years for the manslaughter of his friend, which occurred after a drunken prank went seriously awry.
- Project Servator (the deployment of specialist officers and tactics to deter and detect criminal behaviour) has celebrated its third anniversary. The initiative has now been trademarked by the Force and is being widely adopted by other forces, including the Metropolitan Police Service (MPS), British Transport Police (BTP), Essex Police and the Ministry of Defence Police.

## Performance against measures

9. Only 1 measure (Measure 4) has been formally classified as deteriorating according to the assessment criteria in use for the indicators. However, the report does contain narrative for a number of other measures, which although regarded as stable, benefit from further explanation.
10. **Measure 4 - The number of disposals from manned enforcement activities.** This measure has been assessed as deteriorating based on the assessment criteria at the time the measure was introduced. Members might recall that the previous report also highlighted this as an issue, however, when the matter was analysed it was noted that the assessment criteria that had been developed does not reflect the overall objective of this indicator, which is to improve road safety through enforcement. Given that the number of enforcement operations has not decreased significantly, it is arguable therefore that whilst the number of fixed penalty notices and summonses have decreased (resulting in the deteriorating grading), this is a result of fewer people breaking the law, which is a positive outcome. It would have been problematic to set that objective as the original assessment criteria however, as it would have been easy to manipulate through simply conducting fewer operations.
11. **Measures 6 and 7, levels of violent and acquisitive crime.** Although both of these measures are assessed as Stable overall (as they are within the statistical upper and lower control limits), the recorded increase is naturally of concern and continues to be the focus of significant effort to stem and ultimately reverse the increase.

12. Members are referred to paragraphs 5 – 7 of this report, which confirm this position reflects a national trend and is not confined to the City of London. They also show that levels of crime are considerably lower than surrounding London Boroughs, although this is not seen as a cause for complacency.
13. **Measure 9 – The number of antisocial behaviour incidents.** As Measures 6 and 7, this measure has been assessed as Stable based on levels being within statistical control levels. Members will recall that the previous report to your Sub Committee highlighted the significantly higher levels of ASB were attributable to correcting how incidents were being coded. Members will also recall that a separate, detailed analysis was submitted to your February Sub Committee which provided reassurance that although incidents had been incorrectly coded, that had not impacted adversely on service delivery to either a vulnerable or any other victim. The incorrect coding was a training issue and was 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.
14. **Measure 17 - The level of satisfaction of victims of crime with the service provided by the city of London Police.** The Force had only just received the headline results of the quarter 4 survey at the time this report was being prepared. It has not been possible therefore to include any detailed analysis of the results, nor has it been possible to include national comparison data, which will not be available until the end of May, early June 2017. The overall levels of satisfaction show a -0.1% reduction compared to the end of the 2015/16 financial year.

## **Background Papers:**

- **Appendix 'A' Performance Summary**

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## APPENDIX A – PERFORMANCE SUMMARY FOR 1<sup>st</sup> APRIL – 31<sup>st</sup> 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 1 2016/17: STABLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Qtr 2 2016/17: STABLE | Qtr 3 2016/17: STABLE | Qtr 4 2016/17: STABLE |
| <p><b>Main measure</b></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><b>Current Threat Level: Severe</b></p> <p>Over the course of the 4<sup>th</sup> quarter all tasked deployments were completed, resulting in 279 stops and searches and 31 arrests, although none of the arrests were for terrorist linked offences.</p> <p><b>Note: this aspect of the measure is new and therefore it is not possible to supply historic comparative data., 2014/15 &amp; 2015/16 data has been included for the supplementary information below.</b></p> <p><b>Supplementary information:</b></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         |
|------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>Number Griffin Attendees</b>          | 46          | 43          | 37          | 134         | 103         | 77          | 55          | 131         | 75          | n/a         | 102         | n/a         |
| <b>Percentage consider Force capable</b> | <b>97%</b>  | <b>98%</b>  | <b>97%</b>  | <b>98%</b>  | <b>98%</b>  | <b>98%</b>  | <b>98%</b>  | <b>98%</b>  | <b>98%</b>  | -           | <b>100%</b> | -           |
| <b>2015/16 levels</b>                    | 100%        | 98%         | 98%         | 98%         | n/a         | 95%         | 98%         | 85%         | 95%         | n/a         | 97%         | 95%         |
| <b>2014/15 levels</b>                    | 99%         | 100%        | 96%         | 100%        | 98%         | 99%         | 99%         | 100%        | 98%         | n/a         | 98%         | 98%         |
|                                          |             |             |             |             |             |             |             |             |             |             |             |             |
| <b>Number Argus Attendees</b>            | 136         | 131         | 96          | 176         | 20          | 99          | 91          | 37          | 58          | 52          | 137         | 22          |
| <b>Percentage consider Force capable</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> | <b>100%</b> |
| <b>2015/16 levels</b>                    | 100%        | 100%        | 100%        | 100%        | 100%        | 100%        | 100%        | 100%        | 100%        | 100%        | 100%        | 100%        |
| <b>2014/15 levels</b>                    | 100%        | 100%        | 100%        | 100%        | n/a         | 100%        | 99%         | 100%        | 100%        | 97%         | 100%        | 100%        |

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                 |                                            |                                 |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------|---------------------------------|
| <b>Measure 2</b>     | <b>The percentage of those surveyed who are confident that the City of London is protected from terrorism.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                 |                                            |                                 |
| <b>AIM/RATIONALE</b> | 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.                                                                                                                                                                                                                                                                                                                                                                                                                             |                                 |                                            |                                 |
| <b>MEASUREMENT</b>   | <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><b>GUIDE:</b> 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> |                                 |                                            |                                 |
| <b>ASSESSMENT</b>    | <b>Qtr 1 2016/17: STABLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Qtr 2: 2016/17 IMPROVING</b> | <b>Qtr 3: 2016/17 STABLE/DETERIORATING</b> | <b>Qtr 4: 2016/17 IMPROVING</b> |

|                                                                                                         |              |              |              |              |
|---------------------------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|
| 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        |
| <b>2016/17</b>                                                                                          | <b>88.6%</b> | <b>97.1%</b> | <b>90.7%</b> | <b>100%*</b> |
| <b>2015/16</b>                                                                                          | -            | -            | -            | 90.4%        |

**\* The Quarter 4 survey was sent out to 972 people but only 19 of these responded to the question considered for this measure, all 19 felt reassured by the work done to protect the City from terrorism.**

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 4<sup>th</sup> quarter 2015/16 where the Force achieved 90%. Therefore the Force is currently performing stable to the results of the previous quarter.

|                                                                            |       |       |        |       |
|----------------------------------------------------------------------------|-------|-------|--------|-------|
| How confident are you that the City of London is protected from terrorism? | Qtr 1 | Qtr 2 | Qtr 3  | Qtr 4 |
| <b>2015/16</b>                                                             | 69%   | 72.2% | 62.05% | 68.3% |
| <b>2014/15</b>                                                             | 90%   | 85.7% | 87.1%  | 80.6% |
| <b>2013/14</b>                                                             | 90.7% | 84.5% | 89.1%  | 88.5% |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                              |                              |
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| <b>Measure 3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>The education and enforcement activities delivered to support the City of London Corporation's casualty reduction target.</b>                                                                                                                                                                                                                                                                                                                                                           |                              |                              |                              |
| <b>Owner</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | UPD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                              |                              |                              |
| <b>AIM/RATIONALE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 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.                                                                                                                                                                                                            |                              |                              |                              |
| <b>DEFINITIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 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.                                                                                                                                                                                                                                      |                              |                              |                              |
| <b>MEASUREMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <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><b>PMG GUIDE: SATISFACTORY:</b> All planned operations and events are delivered<br/> <b>CLOSE MONITORING:</b> 90% - 99% of operations and events are delivered<br/> <b>REQUIRES ACTION:</b> 89% or less operations and events are delivered</p> |                              |                              |                              |
| <b>ASSESSMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Qtr 1 2016/17: STABLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Qtr 2 2016/17: STABLE</b> | <b>Qtr 3 2016/17: STABLE</b> | <b>Qtr 4 2016/17: STABLE</b> |
| <p><b><u>January 2017</u></b></p> <p>To address the reports of drivers (predominantly vans and taxis) with multiple devices attached to windscreens an education campaign obscured vision was launched with the support of TfL, which resulted in 22 FPN's since the media releases began. For Op Regina there were operations day and night, with some supported by Public Carriage Office enforcement and Department for Work and Pensions. There were 478 compliance checks undertaken with DWP conducting further enquiries into 32 drivers. NPCC Mobile phone enforcement week resulted in 2 FPN's and 24 TORs, plus 2 further FPNs for obscured vision. Cycle security marking was undertaken in conjunction with the Tideway site at Blackfriars whilst highlighting the changes to the Cycle Super Highway at that location.</p> <p><b><u>February 2017</u></b></p> <p>TISPOL Operation Truck and Bus resulted in 17 vehicle checks, 15 tachograph and drivers hours offences, 2 immediate prohibitions, 1 insecure load and 5 further general offences including driver not in proper control and mobile phone use. Op Regina resulted in 771 checks from checks by police only or in conjunction with Taxi and Private Hire staff from TfL. There were 12 private hire vehicles and 15 hackney carriages committing offences specific to taxi legislation. Further investigation was conducted on a private hire driver and additional fraud offences were identified which have been passed to TfL Congestion team for prosecution. Department Work and Pensions have informed us a recent stop which they participated in was subject to further investigation and £12686 in employment and support allowances had been falsely claimed by the driver, with a further £12870 stopped as a result of this information. Op Atrium and Exchanging Places roadshow saw 65 tickets issued and 44 attended the roadshow.</p> <p><b><u>March 2017</u></b></p> <p>During March CoLP delivered the following enforcement activities:<br/> Mobile phone and seatbelt enforcement</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                              |                              |                              |

Op Regina (taxi enforcement)

Private hire fraud operation

There were increased officer abstractions and some pre-planned activities were either not undertaken or reduced in order to divert police resources and increase counter terrorism patrols, together with demonstrations held in March

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        | 4        | 2        | 4        | 7        | 3        | 2        | 6        | 3        | 1        | 4        | 5        | 4        | 48        |
| <b>2016/17</b> | <b>4</b> | <b>2</b> | <b>4</b> | <b>6</b> | <b>3</b> | <b>1</b> | <b>6</b> | <b>3</b> | <b>1</b> | <b>4</b> | <b>5</b> | <b>4</b> | <b>44</b> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |     |                       |     |     |                              |     |     |                              |     |     |       |                         |     |     |     |     |     |     |     |     |     |     |     |     |       |  |     |     |     |     |     |     |     |     |    |     |     |     |      |                  |      |  |  |      |  |  |     |  |  |      |  |  |      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|-----------------------|-----|-----|------------------------------|-----|-----|------------------------------|-----|-----|-------|-------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|-----|-----|-----|-----|-----|-----|-----|-----|----|-----|-----|-----|------|------------------|------|--|--|------|--|--|-----|--|--|------|--|--|------|
| 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.<br>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.<br><b>GUIDE: IMPROVING:</b> An increasing monthly trend of overall disposals<br><b>STABLE:</b> A consistent trend within the usual monthly range<br><b>DETERIORATING:</b> Reducing monthly trend of overall disposals                                                                                                                                                                                                                                                                                                                                                                           |     |     |                       |     |     |                              |     |     |                              |     |     |       |                         |     |     |     |     |     |     |     |     |     |     |     |     |       |  |     |     |     |     |     |     |     |     |    |     |     |     |      |                  |      |  |  |      |  |  |     |  |  |      |  |  |      |
| ASSESSMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Qtr 1 2016/17: DETERIORATING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |     | Qtr 2 2016/17: STABLE |     |     | Qtr 3 2016/17: DETERIORATING |     |     | Qtr 4 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></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 |
| April 2015 - March 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Apr                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | May | Jun | Jul                   | Aug | Sep | Oct                          | Nov | Dec | Jan                          | Feb | Mar | Total |                         |     |     |     |     |     |     |     |     |     |     |     |     |       |  |     |     |     |     |     |     |     |     |    |     |     |     |      |                  |      |  |  |      |  |  |     |  |  |      |  |  |      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 341                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 412 | 287 | 395                   | 463 | 413 | 347                          | 315 | 73  | 603                          | 423 | 338 | 4410  |                         |     |     |     |     |     |     |     |     |     |     |     |     |       |  |     |     |     |     |     |     |     |     |    |     |     |     |      |                  |      |  |  |      |  |  |     |  |  |      |  |  |      |
| Quarterly totals                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 1040                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |     | 1271                  |     |     | 735                          |     |     | 1364                         |     |     | 4410  |                         |     |     |     |     |     |     |     |     |     |     |     |     |       |  |     |     |     |     |     |     |     |     |    |     |     |     |      |                  |      |  |  |      |  |  |     |  |  |      |  |  |      |
| There is no discernible monthly trend when looking at the individual categories, however, amalgamating the totals into quarterly totals indicates a decline over the third quarter which was compensated over the fourth quarter, and which represented the most successful quarter of the financial year. *The table overleaf for the current year shows a deteriorating position from a numerical point of view, however, considering the indicator is about making roads safer, it is a positive result that fewer fixed penalty notices are being issued and fewer people are being summonsed for road traffic offences. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |     |                       |     |     |                              |     |     |                              |     |     |       |                         |     |     |     |     |     |     |     |     |     |     |     |     |       |  |     |     |     |     |     |     |     |     |    |     |     |     |      |                  |      |  |  |      |  |  |     |  |  |      |  |  |      |

| 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   | 4   | 5   | 0   | 0     | 108   |
| Without due care and attention - EFPN                                   | 0     | 1   | 0    | 3    | 6      | 0    | 0   | 2   | 1   | 3   | 16  | 4     | 36    |
| Without consideration to others - TOR                                   | 1     | 0   | 0    | 0    | 4      | 4    | 1   | 3   | 1   | 1   | 0   | 0     | 15    |
| Without consideration to others - EFPN                                  | 0     | 0   | 0    | 0    | 0      | 0    | 0   | 0   | 0   | 0   | 0   | 3     | 3     |
| Community Road Watch 1st warning letter sent for speeding in 20mph zone | 31    | 20  | 20   | 20   | 64     | 0    | 19  | 34  | 28  | 0   | 0   | 0     | 236   |
| Speed 20 - TOR                                                          | 104   | 45  | 31   | 10   | 19     | 2    | 23  | 13  | 41  | 55  | 0   | 0     | 343   |
| Speed 20 - EFPN                                                         | 19    | 8   | 11   | 7    | 14     | 1    | 10  | 11  | 15  | 21  | 21  | 0     | 138   |
| Speed 30 - TOR                                                          | 0     | 0   | 0    | 1    | 0      | 0    | 0   | 1   | 8   | 0   | 0   | 0     | 10    |
| Speed 30 - EFPN                                                         | 0     | 0   | 0    | 0    | 1      | 0    | 0   | 1   | 2   | 0   | 0   | 1     | 5     |
| Seatbelts - TOR                                                         | 13    | 13  | 2    | 8    | 12     | 3    | 13  | 13  | 15  | 16  | 0   | 0     | 108   |
| Seatbelts - Ticket                                                      | 3     | 2   | 0    | 3    | 14     | 10   | 0   | 1   | 0   | 1   | 2   | 96    | 132   |
| Mobile phones - TOR                                                     | 34    | 67  | 112  | 79   | 76     | 78   | 26  | 71  | 29  | 49  | 0   | 0     | 621   |
| Mobile phones - EFPN                                                    | 10    | 2   | 11   | 7    | 5      | 7    | 0   | 10  | 5   | 9   | 27  | 26    | 119   |
| Op Atrium                                                               | 65    | 67  | 0    | 77   | 176    | 28   | 22  | 25  | 5   | 6   | 65  | 0     | 536   |
| <i>*Number attending Op Atrium Road Show</i>                            | 51    | 39  | 0    | 36   | 58     | 12   | 17  | 8   | 0   | 0   | 0   | 0     |       |
| Safe Ride Safe Road                                                     | 4     | 6   | 6    | 5    | 4      | 0    | 0   | 3   | 1   | 1   | 0   | 0     | 30    |
| SRSR who completed the course                                           | 0     | 0   | 0    | 0    | 2      | 0    | 0   | 2   | 0   | 0   | 0   | 0     | 4     |
|                                                                         |       |     |      |      |        |      |     |     |     |     |     |       |       |
|                                                                         |       |     |      |      |        |      |     |     |     |     |     |       |       |
| TOTAL                                                                   | 301   | 243 | 211  | 224  | 420    | 146  | 121 | 195 | 155 | 167 | 131 | 130   | 2444  |
| Quarterly totals                                                        | 755   |     |      | 790  |        |      | 471 |     |     | 428 |     |       | 2444  |

*\*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.<br><br><b>GUIDE:</b> 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 1 2016/17: NO SURVEY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Qtr 2 2016/17: DETERIORATING | Qtr 3 2016/17: DETERIORATING | Qtr 4 2016/17: No surveys |

| Event             | Date           | Satisfaction rate | TREND |
|-------------------|----------------|-------------------|-------|
| Police Memorial   | September 2016 | 77.8%             | ↓     |
| Lord Mayor’s Show | November 2016  | 60.0%             | ↓     |

| 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                |

|                           |       |                 |       |
|---------------------------|-------|-----------------|-------|
|                           |       | 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% |

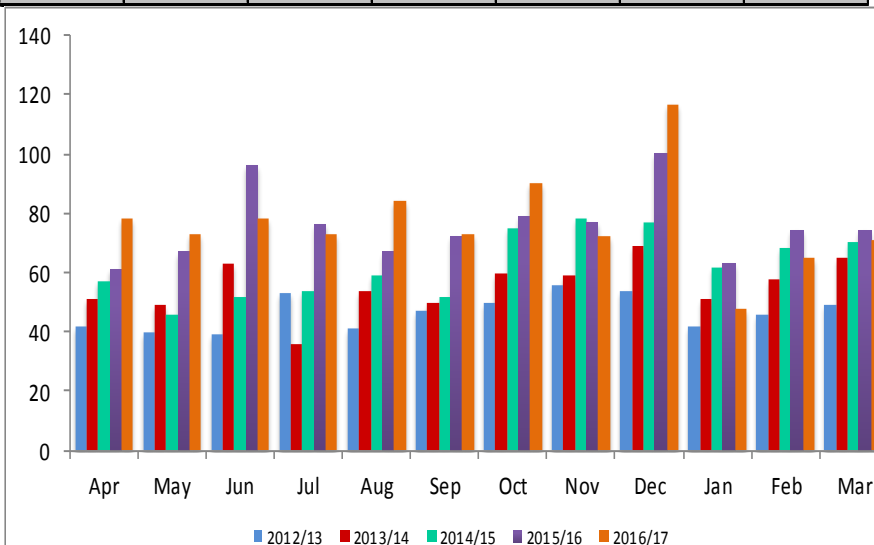
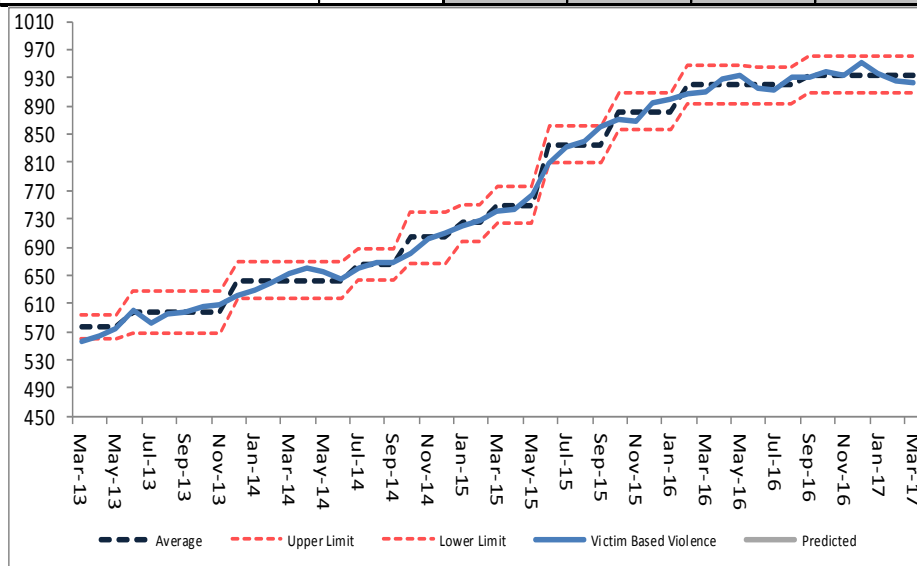
No survey was conducted during the 4<sup>th</sup> quarter.

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 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.<br>“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. <b>Note:</b> w.e.f. 1 <sup>st</sup> 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.<br><br><b>GUIDE:</b> <b>IMPROVING:</b> Reducing trend of victim-based violent crime<br><b>STABLE:</b> Level of crime within statistical tolerance levels (as indicated monthly on performance charts)<br><b>DETERIORATING:</b> Unstable trends or systemic increase in levels of violent crime |  |  |                                 |  |  |                                     |  |  |                                     |  |  |  |
| ASSESSMENT    | Qtr 1 2016/17: DETERIORATING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  | Qtr 2 2016/17: STABLE/IMPROVING |  |  | Qtr 3 2016/17: STABLE/DETERIORATING |  |  | Qtr 4 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  | 73  | 78  | 73  | 84  | 73  | 90  | 72  | 117 | 48  | 65  | 71  | 922  |

| 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    | 73    | 78     | 73    | 84    | 73   | 90    | 72    | 117   | 48     | 65     | 71    |
| Change (month)          | 17    | 6     | -18    | -3    | 17    | 1    | 11    | -5    | 17    | -15    | -9     | -3    |
|                         | 27.9% | 9.0%  | -18.8% | -3.9% | 25.4% | 1.4% | 13.9% | -6.5% | 17.0% | -23.8% | -12.2% | -4.1% |
| 2015-16 (YTD)           | 61    | 128   | 224    | 300   | 367   | 439  | 518   | 595   | 695   | 758    | 832    | 906   |
| 2016-17 (YTD)           | 78    | 151   | 229    | 302   | 386   | 459  | 549   | 621   | 738   | 786    | 851    | 922   |
| Change (YTD)            | 17    | 23    | 5      | 2     | 19    | 20   | 31    | 26    | 43    | 28     | 19     | 16    |
|                         | 27.9% | 18.0% | 2.2%   | 0.7%  | 5.2%  | 4.6% | 6.0%  | 4.4%  | 6.2%  | 3.7%   | 2.3%   | 1.8%  |
| Prediction 16/17 FY End | -     | 1004  | 954    | 896   | 880   | 896  | 957   | 975   | 979   | 956    | 938    | -     |



Based on reportable data during March 2017, 71 victim based violent crimes were reported, (3 less than reported last FY). FYTD stands at 922 crimes compared to 906 last years (+1.8%).

Based on HO data nationally violent crime is showing a 16.6% increase, Met is showing an increase of 3.8% and Westminster showing an increase of 7.67%.

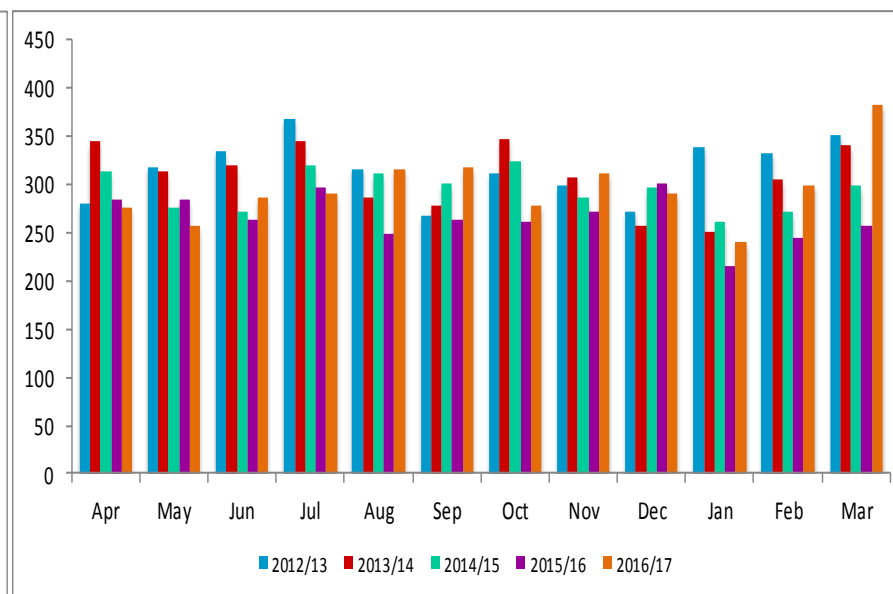
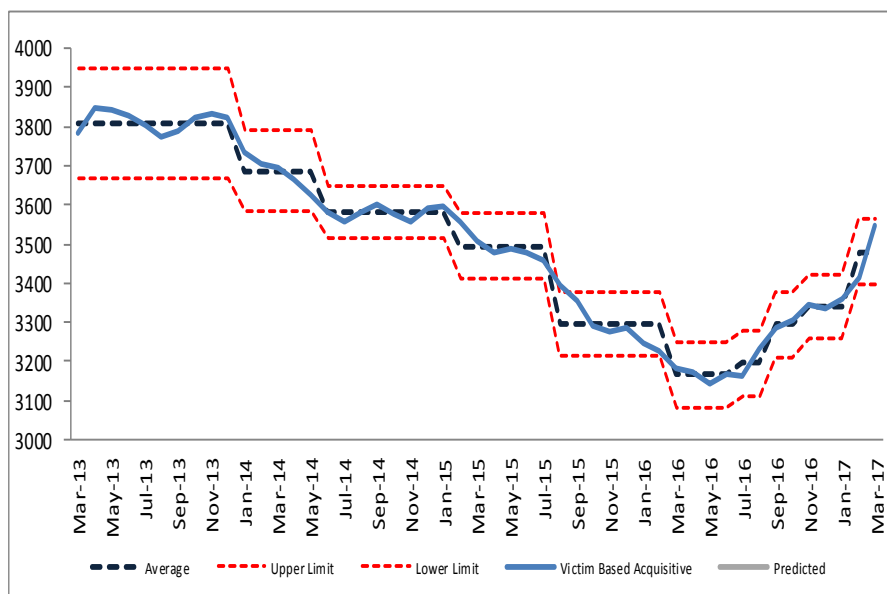
|                     | Iqanta Data        |                    |                    |                    |                    |                    |                    |                    |
|---------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
|                     | CoLP               |                    | Westminster        |                    | MET                |                    | National           |                    |
|                     | 2015/16<br>Apr-Feb | 2016/17<br>Apr-Feb | 2015/16<br>Apr-Feb | 2016/17<br>Apr-Feb | 2015/16<br>Apr-Feb | 2016/17<br>Apr-Feb | 2015/16<br>Apr-Feb | 2016/17<br>Apr-Feb |
| Violence w Injury   | 367                | 352                | 3076               | 3112               | 67711              | 68635              | 393214             | 421148             |
| Violence w/o Injury | 386                | 442                | 4482               | 4980               | 102329             | 106393             | 502880             | 625309             |

Based on the Iqanta publication for:

- **Violence with Injury:** CoLP is showing **-4.09% reductions**, Westminster is showing 1.17% increase, Met is showing 1.66% increase and nationally 7.10% increase.
- **Violence without Injury:** CoLP is showing **14.51% increase**, Westminster is showing 11.11% increase, Met is showing 3.97% increase and nationally 24.35% increase.

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                            |     |     |                                             |     |     |                                             |     |     |                                             |     |     |       |
|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|---------------------------------------------|-----|-----|---------------------------------------------|-----|-----|---------------------------------------------|-----|-----|-------|
| <b>Measure 7</b>     | <b>Levels of victim-based acquisitive crime.</b>                                                                                                                                                                                                                                                                                                                                                                           |     |     |                                             |     |     |                                             |     |     |                                             |     |     |       |
| <b>AIM/RATIONALE</b> | 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.                                                                                                                                 |     |     |                                             |     |     |                                             |     |     |                                             |     |     |       |
| <b>DEFINITIONS</b>   | <p>"Victim-based acquisitive crime" comprises robbery, vehicle crime and theft</p> <p>"Systemic increase" is one that is 6 consecutive increases above the mean or 4 consecutive increases above a tolerance 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> <b>IMPROVING:</b> Reducing trend of victim-based acquisitive crime<br/> <b>STABLE:</b> Level of crime within statistical tolerance levels (as indicated monthly on performance charts)<br/> <b>DETERIORATING:</b> Unstable trends or systemic increase in levels of acquisitive crime</p> |     |     |                                             |     |     |                                             |     |     |                                             |     |     |       |
| <b>ASSESSMENT</b>    | <b>Qtr 1 2016/17: STABLE</b>                                                                                                                                                                                                                                                                                                                                                                                               |     |     | <b>Qtr 2 2016/17: STABLE /DETERIORATING</b> |     |     | <b>Qtr 3 2016/17: STABLE /DETERIORATING</b> |     |     | <b>Qtr 4 2016/17: STABLE /DETERIORATING</b> |     |     |       |
| 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 | 290                                         | 316 | 318 | 279                                         | 312 | 290 | 241                                         | 298 | 382 | 3,545 |

| 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   | 290   | 316   | 318   | 279  | 312   | 290   | 241   | 298   | 382   |
| Change (month)           | -9    | -28   | 23    | -7    | 68    | 54    | 18   | 40    | -11   | 26    | 53    | 124   |
|                          | -3.2% | -9.8% | 8.7%  | -2.4% | 27.4% | 20.5% | 6.9% | 14.7% | -3.7% | 12.1% | 21.6% | 48.1% |
| 2015-16 (YTD)            | 285   | 570   | 833   | 1130  | 1378  | 1642  | 1903 | 2175  | 2476  | 2691  | 2936  | 3194  |
| 2016-17 (YTD)            | 276   | 533   | 819   | 1109  | 1425  | 1743  | 2022 | 2334  | 2624  | 2865  | 3163  | 3545  |
| Change (YTD)             | -9    | -37   | -14   | -21   | 47    | 101   | 119  | 159   | 148   | 174   | 227   | 351   |
|                          | -3.2% | -6.5% | -1.7% | -1.9% | 3.4%  | 6.2%  | 6.3% | 7.3%  | 6.0%  | 6.5%  | 7.7%  | 11.0% |
| Prediction 16/17 FY End  | -     | 2915  | 3054  | 3057  | 3254  | 3429  | 3527 | 3502  | 3478  | 3415  | 3417  | -     |



Based on reportable data during March 2017, 382 victim based acquisitive crimes were reported, (124 more than the same month last year).

FYTD stands at 3545 crimes compared to 3194 last year (+11%).

Based on HO data Nationally acquisitive crime is showing a 5.85% increase, Met is showing an increase of 4.06% and Westminster showing a reduction of 1.66%.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                              |                              |                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------|------------------------------|
| <b>Measure 8</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>The capacity and capability of the Force to deal with the threat posed by cyber crime.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                              |                              |                              |
| <b>AIM/RATIONALE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                              |                              |                              |
| <b>DEFINITIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                              |                              |                              |
| <b>MEASUREMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p><b>Measurement:</b> 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"> <li>• Number of Officers/staff trained using the college of policing mainstream cyber training. This is the minimum training requirement for front line staff.</li> <li>• Number of officers/staff trained within niche departments on using the “Fire Brand” training.</li> <li>• The High tech crime unit (Bespoke training courses delivered to staff)</li> <li>• DMI role, the number of DMI trained within Force.</li> </ul> <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><b>GUIDE: IMPROVING:</b> The Force has the appropriate capability to effectively deal with the Cyber threat facing the City of London.<br/> <b>STABLE:</b> 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.<br/> <b>DETERIORATING:</b> The Force does not have the appropriate capability to deal with the threat level.</p> |                              |                              |                              |
| <b>ASSESSMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Qtr 1 2016/17: STABLE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Qtr 2 2016/17: STABLE</b> | <b>Qtr 3 2016/17: STABLE</b> | <b>Qtr 4 2016/17: STABLE</b> |
| <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><b><u>Mainstream Cyber Crime Training</u></b><br/> L&amp;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.</p> <p><b><u>Fire Brand Training</u></b><br/> The force has seven operational front line members of staff that have attended the accredited ‘Fire Brand’ training. This programme is still considered to be the appropriate advanced level training for complex cyber-crime investigations including network intrusion and hacking.</p> <p><b><u>RITES (Researching, Identifying and Tracing the Electronic Suspect – OPENS SOURCE TRAINING)</u></b><br/> Using the internet as a research tool is commonplace in most investigations, with most people having some sort of digital footprint. What has been identified is that there is a lack of a common approach to carrying out effective OSINT both across the force and nationally. The College of Policing has designed the RITES course so that there is a</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                              |                              |                              |

consistent approach to the capturing and recording material gained online. The OSC surveillance commissioner's recommended that this course is completed by staff involved in online investigations. This course will ensure that officers engaged in online investigations with carry out effective OSINT in line with College of Policing standards and make effective use of any information obtained.

#### **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 HTCU 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 (DMI's) within the force. Digital Media Investigators (DMI's) are Tactical Advisors to SIO's & IO's 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 DMI's 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**

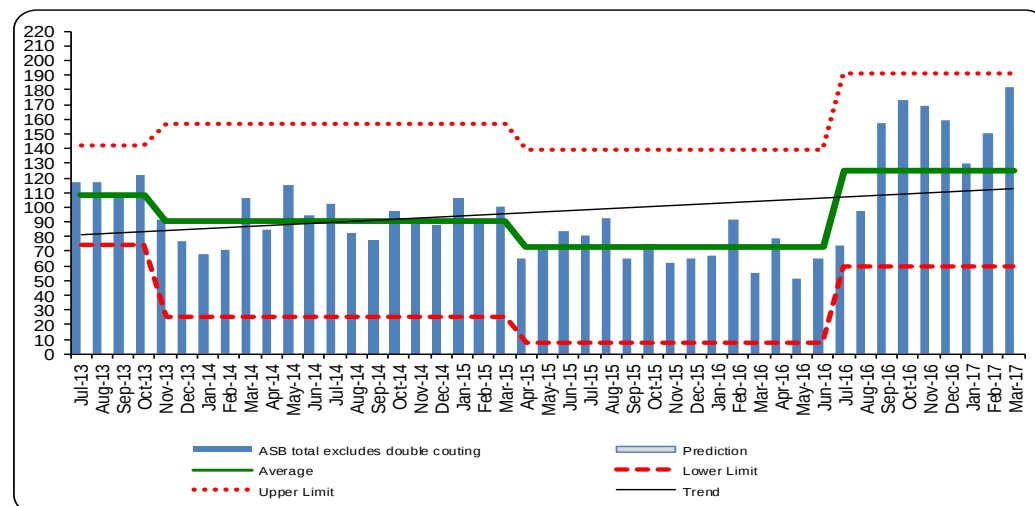
2 Detective Constables continue to be on funded secondment with the MPS Operation FALCON team. They are both located within the Enforcement area of the team. The Force continues to have two officers on funded secondment with the MPS FALCON London Cyber ROCU team to enhance London's regional capability. 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).

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 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<br>"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><b>GUIDE:</b> <b>IMPROVING:</b> Reducing trend in levels of antisocial behaviour incidents (as indicated monthly on performance charts)<br/> <b>STABLE:</b> Level of ASB within statistical tolerance levels (as indicated monthly on performance charts)<br/> <b>DETERIORATING:</b> Systemic increase in levels of antisocial behaviour incidents</p> |                              |                                 |                                     |
| ASSESSMENT    | Qtr 1 2016/17: IMPROVING                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Qtr 2 2016/17: DETERIORATING | Qtr 3 2016/17: STABLE/IMPROVING | Qtr 4 2016/17: STABLE/DETERIORATING |

|           | APR | MAY | JUN | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR |
|-----------|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|
| 2014-2015 | 85  | 115 | 95  | 102 | 83  | 78   | 97  | 91  | 88  | 106 | 89  | 100 |
| 2015-2016 | 65  | 72  | 84  | 81  | 93  | 65   | 75  | 62  | 65  | 67  | 92  | 55  |
| 2016-2017 | 79  | 50  | 64  | 71  | 96  | 153  | 169 | 165 | 136 | 130 | 150 | 182 |

April 2015 – March 2016: 931  
April 2016 – March 2017: 1668



### **Issues & Performance**

ASB levels continue to remain low in the City compared to surrounding Boroughs. The jump in levels of ASB were due to a correction of recording practices, the current levels are therefore consistent with usual monthly totals, however, due to the spike it looks as if there has been a large increase in levels of ASB, which is not the case. A detailed report was provided to Members at the previous Sub Committee, which also provided reassurance that the previously incorrect coding of ASB did not adversely impact on service delivery or vulnerable victims.

**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. Over the quarter, 2 CPNs were issued.

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 resulted in 4 arrests/deportations over quarter 4.

### ***Noise and Rowdiness***

While the Corporation is responsible for noise enforcement, CoLP has 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:**

|                                                                                                   |                                                                                                  |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <b>How did you find our service (scale of 1-10)?</b>                                              | 16 rated as a 10<br>3 as a 9<br>1 as a 5 (suspect left at scene by officers)<br>1 N/A as ongoing |
| <b>How quickly were we able to resolve the issue (1 slow - 10 quickly)</b>                        | 16 rated as a 10<br>4 as a 9<br>1 as an 8                                                        |
| <b>Do you have confidence in the City of London Police (1 no confidence – 10 full confidence)</b> | 18 as a 10<br>3 as a 9                                                                           |
| <b>Do you feel safe in the City of London (1 not safe – 10 very safe)?</b>                        | 17 as a 10<br>3 as a 9<br>1 as an 8                                                              |

|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |                       |  |                       |  |                       |  |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------|--|-----------------------|--|-----------------------|--|
| 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.<br>“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.<br>“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.<br>“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.<br><br><b>Guide:</b> 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.<br><br><b>IMPROVING:</b> Increasing % or within 10% above of previous 15/16 average of overall victim satisfaction (Currently 76%).<br><b>STABLE:</b> Quarters data within 5% below the threshold of 15/16 average.<br><b>DETERIORATING:</b> Two consecutive quarters below threshold of the 15/16 average or greater than 5% below the 15/16 average.                                                                    |  |                       |  |                       |  |                       |  |
| ASSESSMENT    | Qtr 1 2016/17: IMPROVING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  | Qtr 2 2016/17: STABLE |  | Qtr 3 2016/17: STABLE |  | Qtr 4 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% | 70% | 73%       | 76%       | ▼ 3%         |
| Level of satisfaction in outcome of investigation (Valid Responses)                                             | 70%       | 100% | 33% | 44% | 55% | 45%       | 70%       | ▼ 25%        |
| Number of invitations sent to victims to participate.                                                           | 67        | 31   | 153 | 60  | 113 | 357       | 270       | ▲ 32%        |
| Number of victims completing survey.                                                                            | 30        | 10   | 82  | 20  | 39  | 151       | 121       | ▲ 25%        |

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

**Analysis of trends and activity**  
During Quarter 4, **70%** of respondents registered satisfaction with the service provided by ECD officers during their investigation. In total **39** victims took part in the survey. Over the whole of 2016/17 **73%** of victims registered satisfaction with the service provided. This is a **3%** decrease compared to the previous year.

|                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |      |      |                       |     |     |      |                       |      |      |      |                       |           |           |              |
|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------|------|-----------------------|-----|-----|------|-----------------------|------|------|------|-----------------------|-----------|-----------|--------------|
| 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.<br>“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.<br>“Positive action” is defined as follows:<br>1. When there is an offender disposal.<br>2. When there is a confirmed disruption of a technological or financial fraud enabler.<br>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.<br><br>PMG GUIDE:<br>SATISFACTORY: Increasing % or within 10% of pervious 15/16 average of all City fraud crimes resulting in a positive action.<br>CLOSE MONITORING: Monthly data below the 10% threshold of 15/16 average.<br>REQUIRES ACTION: Two consecutive months below the 10% threshold of the 15/16 average.                                                                                                                    |      |      |      |                       |     |     |      |                       |      |      |      |                       |           |           |              |
| ASSESSMENT                                                                                                                          | Qtr 1 2016/17: STABLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |      |      |      | Qtr 2 2016/17: STABLE |     |     |      | Qtr 2 2016/17: STABLE |      |      |      | Qtr 4 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% | 100%                  | 100%      | 100%      | ► 0%         |
| Total number of City fraud Investigations reaching point of outcome.                                                                | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2    | 4    | 1    | 4                     | 0   | 0   | 3    | 8                     | 2    | 1    | 4    | 1                     | 30        | 22        | ▲ 36%        |
| Total number of City fraud investigations resulting in a positive outcome.                                                          | 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 2    | 4    | 1    | 4                     | 0   | 0   | 3    | 8                     | 2    | 1    | 4    | 1                     | 30        | 22        | ▲ 36%        |
| Commentary                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |      |      |                       |     |     |      |                       |      |      |      |                       |           |           |              |
| Year to date 30 investigations into city based fraud have reached the point of outcome, 36% increase compared to the previous year. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |      |      |                       |     |     |      |                       |      |      |      |                       |           |           |              |
| 24 investigations into non-city based fraud reached the point of outcome in March, 5 of which resulted in judicial outcome          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |      |      |                       |     |     |      |                       |      |      |      |                       |           |           |              |
|                                                                                                                                     | 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                    | 23   | 31   | 24   |                       |           |           |              |

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                 |                                        |                                 |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|----------------------------------------|---------------------------------|
| <b>MEASURE 12</b>    | <b>The value of fraud prevented through interventions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                 |                                        |                                 |
| <b>AIM/RATIONALE</b> | To demonstrate the outcome in financial terms the results across a broad range of operational activity aimed at tackling fraud.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                 |                                        |                                 |
| <b>DEFINITIONS</b>   | 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).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                 |                                        |                                 |
| <b>MEASUREMENT</b>   | <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><b>GUIDE:</b></p> <p><b>IMPROVING:</b> Within 10% of 15/16 average or increasing value of fraud prevented through interventions.</p> <p><b>STABLE:</b> Quarters data below the 10% threshold of 15/16 average value of fraud prevented through interventions</p> <p><b>DETERIORATING:</b> Two consecutive quarters below the 10% threshold of the 15/16 average value of fraud prevented through interventions</p> |                                 |                                        |                                 |
| <b>ASSESSMENT</b>    | <b>QTR 1 2016/17: IMPROVING</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>QTR 2 2016/17: IMPROVING</b> | <b>QTR 3 2016/17: STABLE/IMPROVING</b> | <b>Qtr 4 2016/17: IMPROVING</b> |

|                                                           | 15/16 Ave             | Apr         | May          | Jun          | Jul          | Aug            | Sep          | Oct          | Nov         | Dec          | Jan         | Feb         | Mar          |
|-----------------------------------------------------------|-----------------------|-------------|--------------|--------------|--------------|----------------|--------------|--------------|-------------|--------------|-------------|-------------|--------------|
| Total value of fraud prevented through ECD interventions. | £104,005,845          | £95,279,772 | £316,801,446 | £364,611,145 | £670,623,182 | £697,344,577   | £338,485,097 | £140,174,318 | £52,480,940 | £26,779,636  | £52,875,925 | £41,140,772 | £344,608,108 |
|                                                           |                       |             |              |              |              |                |              |              |             |              |             |             |              |
|                                                           | 16/17 YTD             |             |              |              |              | 15/16 YTD      |              |              |             | YTD % Change |             |             |              |
| Total value of fraud prevented through ECD interventions  | <u>£4,180,913,549</u> |             |              |              |              | £1,248,070,142 |              |              |             | ▲ 235%       |             |             |              |

#### Analysis of trends and activity

During March 2017 there were a total of **16,403** fraud enablers disrupted by the Economic Crime Directorate. This equates to a potential value of **£344,608,108**. During the year 2016/17 a total of **186,876** fraud enablers were disrupted, this is **3%** higher than the **180,868** during 2015/16. It should be noted that due to the higher proportion of websites disruptions undertaken by PIPCU the potential value of interventions is **235%** higher compared to the previous year.

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                 |                                 |                                 |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------------|---------------------------------|
| <b>MEASURE 13</b>    | The attrition rate of crimes reported to Action Fraud                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                 |                                 |                                 |
| <b>AIM/RATIONALE</b> | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                 |                                 |                                 |
| <b>DEFINITIONS</b>   | <p><b>“Attrition rate”</b>: - 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><b>“To-date % Change”</b>: - 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><b>“Crimes Disseminated”</b>:- 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><b>“Outcome”</b>:- 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> |                                 |                                 |                                 |
| <b>MEASUREMENT</b>   | <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><b>GUIDE:</b>   <b>IMPROVING:</b> Increasing % or within 10% of the attrition rate reported at the close of 2015/16. <b>(Currently 8.5% and above).</b><br/> <b>STABLE:</b> Quarters data below the 10% threshold of the to-date 15/16 attrition rate.<br/> <b>DETERIORATING:</b> Two consecutive quarters below the 10% threshold of the to-date 15/16 attrition rate.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                 |                                 |                                 |
| <b>ASSESSMENT</b>    | <b>Qtr 1 2016/17: IMPROVING</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Qtr 2 2016/17: IMPROVING</b> | <b>Qtr 3 2016/17: IMPROVING</b> | <b>Qtr 4 2016/17: IMPROVING</b> |

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

|                                            | <b>Apr 13 – Mar 16</b> | <b>Q1 (Apr 13 – June 16)</b> | <b>Q2 (Apr 13 – Sep 16)</b> | <b>Q3 (Apr 13 – Dec 16)</b> | <b>Q4 (Apr 13 – Mar 17)</b> | <b>To-date % Change</b> |
|--------------------------------------------|------------------------|------------------------------|-----------------------------|-----------------------------|-----------------------------|-------------------------|
| Total cumulative crimes reported to AF.    | 707,141                | 772,345                      | 838,945                     | 913,913                     | 985,266                     | ▲ 39%                   |
| Total cumulative crimes disseminated.      | 189,249                | 206,702                      | 223,692                     | 240,878                     | 260,406                     | ▲ 38%                   |
| Total cumulative outcomes reported to NFIB | 68,736                 | 74,570                       | 84,368                      | 93,474                      | 106,368                     | ▲ 55%                   |
| The number of judicial outcomes            | 30,278                 | 32,004                       | 34,078                      | 36,266                      | 38,492                      | ▲ 27%                   |
| The number of non-judicial outcomes (NFA)  | 38,458                 | 42,566                       | 50,290                      | 57,208                      | 67,876                      | ▲ 76%                   |
| <b>Attrition rate</b>                      | <b>9.72%</b>           | 9.66%                        | 10.06%                      | 9.78%                       | <b>10.8%</b>                | <b>▲ 1%</b>             |

### Analysis of trends and activity

The outcome rate of crimes reported to Action Fraud compared to the number of outcomes achieved is **10.8%**. In total **985,266** crime reports have been made to Action Fraud since April 2013 and **106,368** investigative outcomes have been achieved and reported.

A breakdown of the data by quarter since 2014 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/<br>Crimes reported<br>(%C/A)                                                                                    | Outcomes/<br>Disseminations<br>(%C/B) | Disseminations/<br>Crimes reported<br>(%B/A) | Crimes reported/<br>Outcomes(A/C)                                                                    | Disseminations/<br>Outcomes (B/C) | Crimes reported/<br>Disseminations<br>(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                                       |
| <b>2014/15</b> | <b>246,848</b>  | <b>64,187</b>  | <b>23,142</b> | <b>9.4%</b>                                                                                                               | <b>36.1%</b>                          | <b>26.0%</b>                                 | <b>10.7:1</b>                                                                                        | <b>2.8:1</b>                      | <b>3.8:1</b>                                |
| 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                                       |
| <b>2015/16</b> | <b>234,201</b>  | <b>75,893</b>  | <b>37,013</b> | <b>15.8%</b>                                                                                                              | <b>48.7%</b>                          | <b>32.4%</b>                                 | <b>6.3:1</b>                                                                                         | <b>2:1</b>                        | <b>3:1</b>                                  |
| 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     | 73,107          | 19,718         | 12,894        | 17.6%                                                                                                                     | 65.3%                                 | 26.9%                                        | 5.6:1                                                                                                | 1.5:1                             | 3.7:1                                       |
| <b>2016/17</b> | <b>280,706</b>  | <b>71,404</b>  | <b>40,481</b> | <b>14.4%</b>                                                                                                              | <b>56.7%</b>                          | <b>56.7%</b>                                 | <b>6.9:1</b>                                                                                         | <b>1.7:1</b>                      | <b>3.9:1</b>                                |

|                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                              |                              |                              |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|------------------------------|------------------------------|
| <b>MEASURE 14</b>                                                   | The number of complaints against Action Fraud                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                              |                              |                              |
| <b>AIM/RATIONALE</b>                                                | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                              |                              |                              |
| <b>DEFINITIONS</b>                                                  | <p><b>“Overall percentage of Customer Complaints against number of action fraud reports received”</b>: - 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><b>Types of complaints received:</b></p> <ul style="list-style-type: none"> <li>• <b>Lack of update</b> – When the victim hasn’t been updated on the status of their report,</li> <li>• <b>Dissatisfaction with a letter received</b> – No satisfied with the content/tone of status update letters</li> <li>• <b>Quality of communication with the contact centre</b> – Poor standards of service</li> <li>• <b>Dissatisfaction with a specific aspect of the action fraud process</b>- such as the criteria used to determine whether a report qualifies as a report of fraud.</li> </ul> <p><b>“Number of new victim complaints”</b>: - 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><b>“Complaints resolved”</b>:- 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><b>“Complaints outstanding”</b>: - This refers to the volume of complaints that have not yet been resolved.</p> <p>(1) <b>“Number of reports received”</b>: - This refers to the number of reports (both crime and information) made to Action Fraud in the period.</p> |                              |                              |                              |
| <b>MEASUREMENT</b>                                                  | <p><b>GUIDE:</b> 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><b>GUIDE: IMPROVING:</b> Within 10% of 15/16 average of complaints compared to reports (Currently 0.04%).</p> <p><b>STABLE:</b> Months data below the 10% threshold of 15/16 average of complaints compared to reports.</p> <p><b>DETERIORATING:</b> Two consecutive months below the 10% threshold of 15/16 average of complaints compared to reports.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                              |                              |                              |
| <b>ASSESSMENT</b>                                                   | <b>Qtr 1 2016/17: STABLE/IMPROVING</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Qtr 2 2016/17: STABLE</b> | <b>Qtr 3 2016/17: STABLE</b> | <b>Qtr 4 2015/16: STABLE</b> |
| 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%  | 0.03%  | 0.05%  | 0.03%  | 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 | 39,466 | 36,239 | 40,598 | 435,232   | 373,742   | ▲ 16%        |
| Number of new victim complaints  | 13        | 29     | 14     | 12     | 10     | 23     | 16     | 13     | 9      | 5      | 10     | 17     | 11     | 169       | 158       | ▲ 7%         |
| Number of complaints resolved    | 12        | 30     | 20     | 20     | 5      | 23     | 18     | 11     | 11     | 3      | 14     | 13     | 11     | 179       | 147       | ▲ 22%        |
| Number of complaints outstanding | 11        | 13     | 8      | 0      | 5      | 5      | 3      | 5      | 3      | 5      | 1      | 5      | 5      | 5         | 15        | ▼ 66%        |

#### Analysis of trends and activity

**11** complaints were made against Action Fraud in March 2017 compared to **40,598** crime and information reports made to Action Fraud. This equates to **0.03%** of complaints compared to reports. In total during 2016/17 **169** complaints were made against Action Fraud, with a percentage of complaints against reports of **0.04%**.

The most common cause of complaint related to a lack of an investigation following the reporting of a crime. **10** of the **11** complaints in March related to this. In total **126** complaints were made due to a lack of investigation during 2016/17.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                 |                                 |                                                |               |                      |
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| <b>MEASURE 15</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Level of the National Lead Force's return on investment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                 |                                 |                                                |               |                      |
| <b>AIM/RATIONALE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                 |                                 |                                                |               |                      |
| <b>DEFINITIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>"Return"</b> :- The value of money saved by ECD activities<br><b>"Investment"</b> :- The total amount of money spent on ECD activities<br><b>"Return on investment"</b> :- The amount of money saved by ECD for every pound of money spent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                 |                                 |                                                |               |                      |
| <b>MEASUREMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <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"> <li>1. Projected monetary value of future fraud loss saved by disrupting technological enablers of crime</li> <li>2. The pound value of criminal asset denial through to recovery</li> <li>3. Projected pound value of future fraud loss saved by ECD Enforcement Cases</li> </ol> <p><b>GUIDE:</b> <b>IMPROVING:</b> Within 10% of 15/16 average (currently £45.06) or increasing value of ROI in year.<br/> <b>STABLE:</b> Quarters data below the 10% threshold of 15/16 average value of ROI.<br/> <b>DETERIORATING:</b> Two consecutive quarters below the 10% threshold of the 15/16 average value of ROI.</p> |                                 |                                 |                                                |               |                      |
| <b>ASSESSMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Qtr 1 2016/17: IMPROVING</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Qtr 2 2016/17: IMPROVING</b> | <b>Qtr 3 2016/17: IMPROVING</b> | <b>Qtr 4 2016/17: STABLE<br/>DETERIORATING</b> |               |                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>15/16 Ave</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Q1</b>                       | <b>Q2</b>                       | <b>Q3</b>                                      | <b>Q4</b>     | <b>16/17 YTD Ave</b> |
| <b>The ECD Return on investment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>£45.06</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>£41.18</b>                   | <b>£47.94</b>                   | <b>£65.85</b>                                  | <b>£20.79</b> | <b>£43.94</b>        |
| <p><b><u>Analysis of trends and activity</u></b></p> <p>In Quarter 4 it is estimated that for every £1 spent <b>£20.79</b> was saved. The average return on investment in 2016/17 was <b>£43.94</b>; this is <b>3%</b> less than the average Return on investment of <b>£45.06</b> in 2015/16.</p> <p>The decrease can be attributed predominantly to the following two factors:</p> <ul style="list-style-type: none"> <li>- Lower savings registered within the future fraud saved from enforcement element of the ROI. This was due to lower fraud values stolen in relation to DCPCU investigations where a charge was recorded in this quarter</li> <li>- High increase in the quarterly spend element of the ROI. This is due to a much higher than average spend by the NFIB spend.</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                 |                                 |                                                |               |                      |

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| <b>MEASURE 16</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>The percentage of victims of fraud who are satisfied with the Action Fraud reporting service</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                              |                              |                                             |
| <b>AIM/RATIONALE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 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.                                                                                                                                                                                                                                    |                              |                              |                                             |
| <b>DEFINITIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                              |                              |                                             |
| <b>MEASUREMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <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><b>GUIDE:</b> 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><b>IMPROVING:</b> Increasing %.</p> <p><b>STABLE:</b> Quarter's data within 10% of previous 15/16 average.</p> <p><b>REQUIRES ACTION:</b> Quarter's data below the 10% threshold of 15/16 average</p> |                              |                              |                                             |
| <b>ASSESSMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Qtr 1 2016/17: STABLE (new criteria)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Qtr 2 2016/17: STABLE</b> | <b>Qtr 3 2016/17: STABLE</b> | <b>Qtr 4 2016/17: STABLE /DETERIORATING</b> |
| <p>NOTE:</p> <p>At Performance Sub-Police Committee on 7<sup>th</sup> 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%     | 79%       | 80%       | ▼ 1%         |
| Number of reports (crime and Information) to AF | 93,436    | 100,646 | 103,195 | 115,114 | 116,303 | 435,232   | 373,742   | ▲ 16%        |
| Number of people completing survey.             | 1,575     | 1,726   | 1,907   | 1,764   | 2,097   | 7,494     | 6,299     | ▲ 19%        |

**79%** (1660/2097) of victims who used the Action Fraud reporting service in Quarter 4 stated that they were satisfied that it had fully addressed their fraud related enquiry. In total in 2016/17 **79%** of victims had stated they were satisfied with the service. This is a **1%** decrease compared to the previous year

|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                         |                                     |                                        |  |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-------------------------------------|----------------------------------------|--|
| 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><b>GUIDE:</b> 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><b>IMPROVING:</b> Increasing trend<br/><b>STABLE:</b> 80% - 84%<br/><b>DETERIORATING:</b> Less than 80% or reducing trend</p> |                                         |                                     |                                        |  |
| ASSESSMENT    | Qtr 1 2016/17:<br>STABLE/IMPROVING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Qtr 2 2016/17: STABLE/<br>DETERIORATING | Qtr 3 2016/17: STABLE/<br>IMPROVING | Qtr 4 2016/17:<br>STABLE/DETERIORATING |  |

|               |                 |        |           |           |                  |
|---------------|-----------------|--------|-----------|-----------|------------------|
|               | 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%            |
|               | 92.9%           | 75.3%  | 82.2%     | 94.3%     | 79.0%            |
| YTD AVG       | 93.5%           | 82.1%  | 82.6%     | 94.5%     | 82.6%            |

Quarter 4 results had only just been received at the time this report was drafted, therefore detailed analysis has not yet been conducted. It is not yet possible to provide the national position as data has not yet been published on iQuanta.

The Force ended the year -0.1% down for whole experience, compared to last year, and -1.2% compared to 2014/15.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>MEASURE 18</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>AIM/RATIONALE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 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.                                                                                                                                                                                                                                                                                                                                  |
| <b>DEFINITIONS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | NA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>MEASUREMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <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><b>GUIDE: IMPROVING:</b> Increasing trend<br/> <b>STABLE:</b> 85% - 90%<br/> <b>DETERIORATING:</b> Less than 85% or reducing trend</p> <p><b>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%.<br/> The average for 15/16 was 80.19%</b></p> |
| <b>DATA SOURCE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Customer Satisfaction Survey                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>ASSESSMENT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>DETERIORATING (survey conducted annually)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <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 <b>80.19%</b>.</p> <p>The survey took place from week commencing 10<sup>th</sup> October and ran until Sunday 6<sup>th</sup> 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><b>Question 2: In terms of personal security, please rate how safe you feel in the City?</b><br/> 77.6% (246) of respondents felt very safe or quite safe with an additional 11.67% (37) people feeling just ok.<br/> 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)

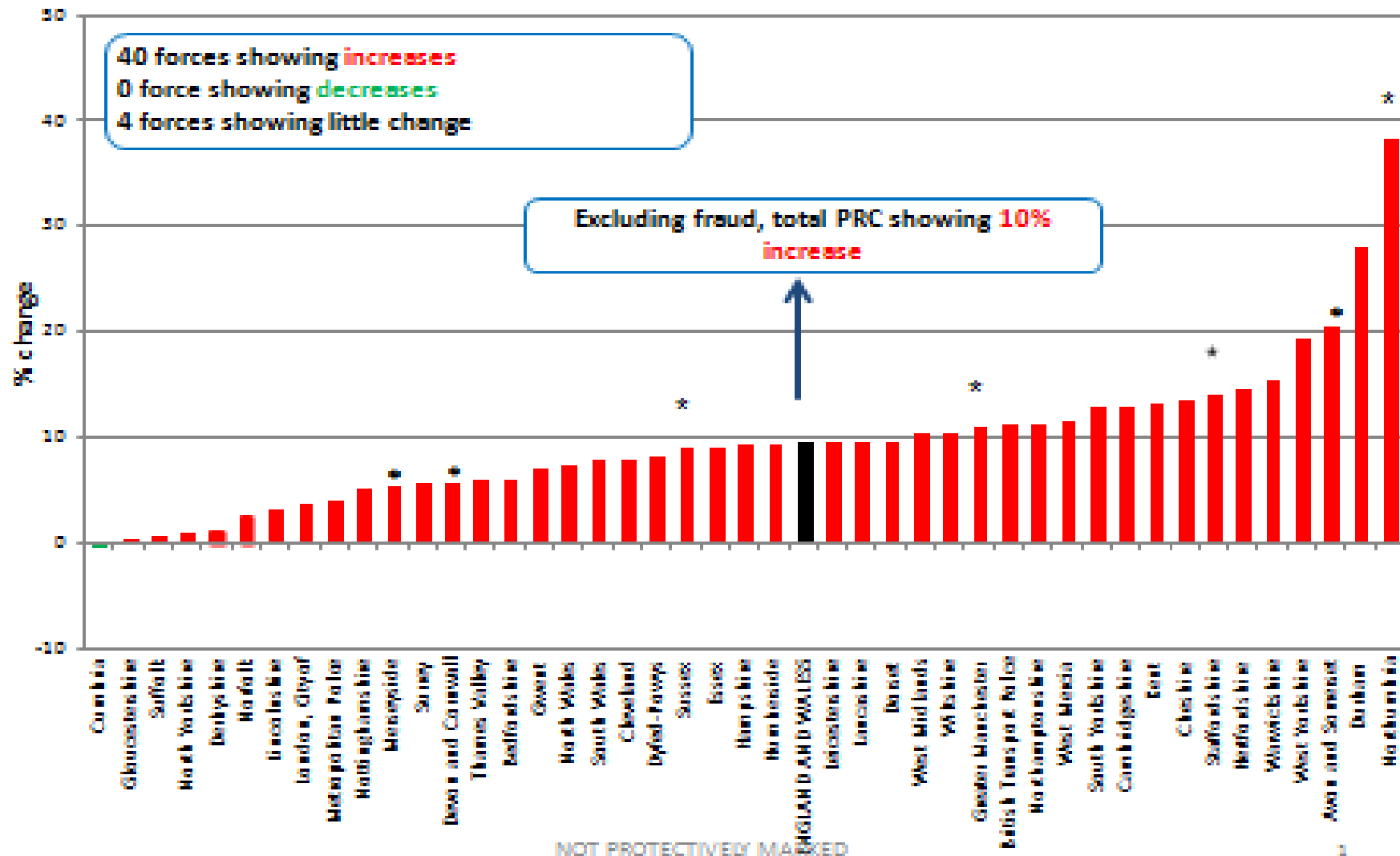
This is in comparison to the top 3 priorities identified in 2015/16 which were as follows:

- 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 6<sup>th</sup> on the list in 2015/16 to 3<sup>rd</sup> this year.

## PRC – force % changes



% changes are year ending December 2016 compared with the previous year (excludes fraud offences)