

<b>Committee(s):</b> Police Performance and Resource Management Sub-Committee	<b>Date(s):</b> 5 <sup>th</sup> September 2012
<b>Subject:</b> First Quarter Performance against Targets in the Policing Plan 2012-15	<b>Public</b>
<b>Report of:</b> Commissioner of Police POL 50/12	<b>For Information</b>

### Summary

1. This report summarises performance against the Policing Plan 2012-15 for the first quarter of the 2012-13 financial year.
2. At the end June 2012, of the 18 policing plan targets, 10 had been achieved, (WHITE), 7 were on track to be met (GREEN) and 1 was graded (AMBER), being significantly behind target, but with the possibility the target might still be met by the end of the year.

1. Maintain 95% ring of steel patrols commensurate with threat	<b>ACHIEVED</b>
2. Improve quality and coverage of engagement with SMEs	<b>GREEN</b>
3. All relevant plans within CoL scrutinised by the CT ALO	<b>ACHIEVED</b>
4. 85% of Griffin/Argus attendees agree CoLP prepared to deal with terrorist or major incident	<b>ACHIEVED</b>
5. Disrupt 25% of OCGs using fraud as a means of committing crime	<b>GREEN</b>
6. Improve the quality of fraud alerts to businesses and public sector	<b>GREEN</b>
7. 85% of attendees to Fraud academy courses satisfied with quality and content	<b>ACHIEVED</b>
8. Participate in 95% of ECC co-ordinated by the NCA's ECOG	<b>ACHIEVED</b>
9. Maintain 95% of no. and trained/equipped officers to meet national req'ts for mobilisation and support Olympic and Paralympic games	<b>ACHIEVED</b>
10. 85% of residents and businesses satisfied with information rec'd relating to pre-planned large events	<b>ACHIEVED</b>
11. Reduce levels of victim based violent crime compared to 2011-12	<b>GREEN</b>
12. Reduce levels of victim based theft compared to 2011-12	<b>GREEN</b>
13. Reduce no. of road collisions resulting in injury compared to 2011-12	<b>GREEN</b>
14. Increase the number of uninsured vehicles seized compared to 2011-12	<b>AMBER</b>
15. Increase the no. of cyclists referred to the Cycle Safe Scheme	<b>GREEN</b>
16. 85% of crime victims and those reporting ASB satisfied with the way CoLP handled their case	<b>ACHIEVED</b>
17. 80% of street population surveyed consider CoLP doing a good/excellent job	<b>ACHIEVED</b>
18. Respond to at least 95% of 999 calls within 12 minutes	<b>ACHIEVED</b>

### **Recommendation**

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

### Main Report

## **Background**

1. This report presents Force performance against the targets and measures published in your Committee's Policing Plan 2012-15 for the first quarter of the 2012-13 financial year. All relevant performance information is contained within Appendix 'A' with only those areas where targets not met highlighted within the body of the report itself.
2. As previous reports, this performance report includes brief overviews of Force performance that are not covered by specific targets.
3. The "traffic light" criteria used in these reports is as follows:
  - White – target achieved;
  - Green – target on course to be achieved by due date;
  - Amber – progress against the target behind schedule or failing, but could still be achieved by due date;
  - Red – target not achieved by due date/will not be achieved by due date.

## **Current Position**

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

4. The Force has started the year extremely well. A comparison with the same period last year shows that between 1<sup>st</sup> April 2012 and 30<sup>th</sup> June 2012:
  - There were 214 fewer victim-based crimes (a reduction of -15.4%).
  - There were 3 fewer public disorder offences, representing a -6.1% reduction.
  - There were 35 fewer anti-social behaviour incidents reported, with the main reductions in incidents of rowdy/inconsiderate behaviour and noise.
  - There was an 18.8% reduction (327 fewer offences) in the total number of notifiable offences. This level of reduction is not expected to be maintained and is likely to slow in future quarters due to crime falling significantly over the course of 2011-12 following the introduction of Operation Eaglewood, the Force's strategy to reduce volume crime.
  - During June a murder was committed in Smithfield, which has already been detected.

5. Other notable successes over the reporting period include:

- The arrest of an ex-employee of the Care Quality Commission by the Money Laundering Investigation Unit as part of an ongoing investigation into allegations that care home proprietors were being pressurised into paying money in return for favourable reports.
- The Cheque and Credit Card Unit intercepted the attempts of an international crime gang to airmail around £20million in counterfeit cheques from Nigeria to the US through London airports.
- Working in partnership with the private and public sectors, the NFIB managed to freeze the account of fraudster who was purporting to sell a helicopter that did not exist. NFIB's actions resulted in preventing the loss of around £100,000 to potential victims.
- A man was jailed for three and half years following a Major Investigation Team investigation into the violent robbery of a man close to the Barbican estate.
- An operation, executed over two days during May, brought together over 200 officers from the MPS, BTP and City of London Police to conduct uniform and plain-clothes patrols around stations and at locations across London. A total of 117 arrests were made by those taking part in the operation. Within the City, arrests were made for theft, attempted theft, shoplifting and drugs offences. City officers also seized 5 vehicles and issued 42 fixed penalty notices.

### **Target Performance**

6. At the end of the first quarter, of the 18 policing plan targets, 10 had been achieved, (WHITE), 7 were on track to be met (GREEN) and 1 was graded (AMBER), being significantly behind target, but with the possibility the target might still be met by the end of the year.
7. At the end of June, the vast majority of targets were either being met or were on track to be met; all relevant details are contained in the Appendix to this report.
8. The only measure significantly awry is the target to increase the number of uninsured vehicles seized within the City. Fewer seizures were made during April, May and June, compared to the same time last year. An issue has been identified with the settings of the ANPR which has now been rectified. This means ANPR will now interact much more quickly with the "No Insurance" database to provide maximum support to the Force achieving this target in the future. The MIDAS database has been set to a

higher level to react more efficiently to those vehicles being driven without insurance. Additionally, the Uniform Policing Directorate, through its Roads Policing Unit, has been tasked to develop specific initiatives to increase the number of uninsured vehicles seized.

9. An additional factor in not meeting this target has been that an abnormally high number of vehicles were seized during June 2011. It is anticipated that as the technology changes take effect together with the specific targeted operations, this target will be met, hence its AMBER grading.

## **Conclusion**

10. The Force has ended the first quarter presenting solid performance across the entire range of policing plan targets. However, it must be acknowledged there are considerable challenges ahead to maintain these levels, especially during the second quarter when the Force will be deploying significant levels of resources to support a safe Olympic and Paralympic Games.

## **Background Papers:**

- **Appendix “A” Performance Summary**

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Appendix A: Performance against targets/measures in the Policing Plan 2012-15 for period 1<sup>st</sup> April 2012 – 30<sup>th</sup> June 2012.

<b>WHITE</b>	Target achieved	<b>GREEN</b>	Performance on track to achieve target by due date	<b>AMBER</b>	Progress against target is significantly behind schedule, but the target might still be achieved	<b>RED</b>	No progress on target or deadline/level has not been met
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## Counter Terrorism

Protect the City of London from terrorism and extremism	
Measure	Traffic Light
1. To maintain at least 95% of our dedicated Ring of Steel patrols at a level commensurate with terrorist threat levels	<b>ACHIEVED</b>
<b>Performance</b>	<p>Uniform Policing Directorate Requirement – 1434 hours per month.                      Actual hours engaged on Counter Terrorist specific duties – 4541 hours = 317% of requirement.</p> <p>Response &amp; Wards are combined over the Olympic period.</p> <p>CT patrols are default patrols if not tasked via Patrol Planner or by Duty Officer</p>

Measure		Traffic Light
2. By 31 <sup>st</sup> March, to have delivered a programme to improve the quality and coverage of engagement with Small and Medium Sized Enterprises.		<b>GREEN</b>
<b>Performance</b>	<p>CT has liaised with the Corporation re the list of SMEs maintained by them, and an email was sent to ask if they wanted to be part of the engagement initiative. By the end of the first quarter they had established links to 350 SMEs, and a series of personal briefings and engagement with SMEs had been undertaken by the CT section. A bespoke newsletter has been developed, the first edition was circulated to approximately 220 businesses in May (not exclusively SMEs). Unsolicited feedback, so far, has been positive.</p> <p>The third edition of the newsletter was circulated in July to an audience of approximately 370 businesses (not exclusively SMEs). A survey has been prepared, ready to be circulated in September which will assess engagement to date and also inform the Force of the preferred methods for future engagement. A video product to provide a briefing about hostile reconnaissance is being developed in close liaison with Corporate Communications.</p>	
Measure		Traffic Light
3. To ensure all relevant plans for development within the City of London are subject to consultation and scrutiny by the Counter Terrorism Architectural Liaison Team		<b>ACHIEVED</b>
<b>Performance</b>	<p>The Architectural Liaison Officer attends the monthly City of London Corporation Planning Meeting at which all new planning applications are discussed. Additionally the ALO receives a weekly email summarising all new applications, enabling early scrutiny of applications. In this quarter a total of 12 new applications have been received and consultation has taken place on every one of them.</p>	
Measure		Traffic Light
4. To ensure that at least 85% of people attending Project Griffin and/or Argus seminars consider the City of London Police is prepared and capable of dealing with a terrorist or major incident		<b>ACHIEVED</b>
<b>Performance</b>	<p>Between 1<sup>st</sup> April and the end of June 2012, the satisfaction levels of the 140 attendees responding has averaged 97.66%.</p>	

Protect the City of London and UK from Fraud		
Measure		Traffic Light
5. To disrupt at least 25% of Organised Crime Gangs who use fraud as a means of stealing from individuals, businesses and the public sector		GREEN
Performance	<p>A new local disruption measurement framework has been agreed and is in the process of being implemented. This is an interim process while the national OCG disruption guidelines are being developed.</p> <p>The force has a target to disrupt 24 OCGs in this financial year. Between April to June this year 6 OCGs were disrupted meaning that the target is being met.</p>	
Measure		Traffic Light
6. To improve the quality of fraud alerts shared with business and public sector organisations		GREEN
Current Position	<p>In the 1st Quarter, the NFIB issued 245 Alerts across a broad range of recipients in Law enforcement, Industry and members of the public. The main areas of dissemination were in Share Purchase Fraud and Credit Card Fraud, with other alerts relating to Advance Fee Fraud, Cheque Fraud, Telecommunications Fraud and On-line shopping Fraud.</p> <p>The NFIB feedback mechanism for Alerts has been reviewed and a new online survey function was introduced on 11/07/2012, replacing a pre-existing format. The purpose of the introduction of the online survey function is to increase the accessibility to stakeholders with the objective of removing unnecessary steps for completion. This process will be reviewed and streamlined where suitable.</p> <p>The future roll out of the online survey function will be introduced to the broader range of NFIB products as they are published, in order that all disseminations are included to capture feedback from stakeholders and product recipients.</p> <p>Due to there being no previous baseline figure to measure the quality of feedback for NFIB Alerts, the process will need to be conducted for a Quarter in order to establish a meaningful baseline.</p> <p>Quarterly reviews with key stakeholders and recipient will be introduced to establish more in-depth feedback.</p>	

Measure		Traffic Light
7. To ensure 85% or more people attending Fraud Academy Courses are very satisfied overall with the quality and content of the course attended		ACHIEVED
Performance	The Academy is currently performing at a level which exceeds the performance targets by 12%. There are no current threats, risks or outstanding actions from this period. The performance target will continue to be measured with every course delivered, however, with the Olympic period disrupting training delivery over Jul, Aug and early Sep regular, course delivery will not resume until Mid Sep. Targets will be measured against a reduced sample for this period	

Measure		Traffic Light
8. To participate in at least 95% of enforcement campaigns coordinated by the National Crime Agency's Economic Crime Operations Group		ACHIEVED
Performance	<p>During the reporting period there were 6 key economic crime campaign activity areas where there is active or proposed enforcement activity. ECD are participating in all areas, as detailed immediately below:</p> <ul style="list-style-type: none"> <li>• A SOCA led operation which is the continuation of the ECD led operation set up to deal with improving intelligence relating to Eastern European criminality, specifically money laundering. ECD will be involved in any enforcement activity but no timeframe has been set.</li> <li>• An operation led by ECD, the NCA and Home Office into share purchase fraud, which now has a full establishment of resources and infrastructure. The Joint Investigation Team should be in place in early August and operational activity is scheduled for during September.</li> <li>• With regard to an investigation into investment fraud (pension liberation), ECD is performing a consultative role at this time while the operational phase continues to develop. ECD will be engaged in any enforcement action.</li> <li>• ECD continues to progress OCG mapping through the application of day-to-day enforcement action by the operational teams. At ECD Tasking, OCGs are an agenda item; updates and bids are now cross-referenced to OCGs to ensure deliverance, recognition and enforcement action.</li> <li>• ECD is engaged with the Intellectual Property group and while tactics are being developed, ECD is part of the multiagency approach.</li> <li>• ECD is engaged with SOCA, who are leading on an investigation into cyber crime focussing on online ticketing of large scale sporting events, to support future enforcement action.</li> </ul> <p>Additionally, ECD are awaiting direction and tasking from DWP with regard to housing benefit fraud operations.</p>	

Respond effectively to public disorder		
	Measure	Traffic Light
	<b>9. To maintain at least 95% of the number of trained and equipped officers required to meet the national requirements for public mobilisation and support the Olympic and Paralympics games</b>	<b>ACHIEVED</b>
<b>Performance</b>	<p>The Force is required to have available for the national mobilisation 3 Police Support Units (Public Order Trained to level I or II i.e. Shield Trained). Each consisting of 1 Inspector, 3 Sergeants, 21 Constables (including 3 drivers). All supplied with full protective equipment and in protected carriers. Mobilisation can be on a regional or national basis. 100% of requests for resources have been met.</p> <p>Mobilisation in the past calendar year has been: (financial year's numbers in square brackets)</p> <p>On two occasions we supplied 3 PSUs – 28 February to remove the occupy camp and 6 June for the Economic Forum (and Tamil protest) [1]</p> <p>On six occasions we have supplied 2 PSUs [6]</p> <p>On twelve occasions we have supplied 1 PSU (not including the standing PSU supplied for the duration of the Olympic Games) [8].</p> <p>For the Olympics we provided a PSU on 24 occasions</p>	

Measure	Traffic Light
<p><b>10. To ensure at least 85% of residents and businesses are satisfied with the information received in relation to large pre-planned events</b></p>	<p><b>ACHIEVED</b></p>
<p><b>Performance</b></p>	<p>The Following pre-planned events will be assessed within this measure: The Queens Diamond Jubilee/ The Olympics &amp; Paralympics/ The Lord Mayors Show. During the first quarter, only the Queen's Diamond Jubilee event had taken place.</p> <p><b>The Queen's Diamond Jubilee</b> City of London businesses and residents were surveyed to ascertain the level of satisfaction with Force communications relating to the Queen's Diamond Jubilee (QDJ) arrangements. Marketing company Vocal Ltd of Colchester was commissioned to distribute the surveys and compile the results. Vocal used Survey Monkey and distributed the surveys to CoLP Business and Residents email group addresses on 18<sup>th</sup> June.</p> <ul style="list-style-type: none"> <li>• 37 responses were received from residents, with 34 completing the overall satisfaction question.</li> <li>• 181 responses were received from the business community, with 163 completing the overall satisfaction question.</li> </ul> <p>The 2012/12 Policing Plan Targets To ensure that at least 85% of residents and businesses are satisfied with the information received in relation to large pre-planned events have been achieved:</p> <ul style="list-style-type: none"> <li>• <b>95.1%</b> (155 out of 163) of Business Community respondents answered very satisfied or satisfied to the question: "Overall, how satisfied were you with the information we sent you about the Queen's Diamond Jubilee celebrations?"</li> <li>• <b>91.2%</b> (31 out of 34) of Resident respondents answered very satisfied or satisfied to the same question.</li> </ul>

Reduce the levels of violent crime and theft	
Measure	Traffic Light
<b>11. To reduce levels of victim based violent crime compared to 2011-12</b>	
<b>Performance</b>	<p><b>Year to date target (not seasonally adjusted): 142</b>  <b>April-June 2012: 138</b>  April-June 2011: 122</p> <p>16 more crimes have been recorded than were reported at the end of June 2011, but the figure of 142 is just within the year to date target. The monthly average number of crimes recorded between April and September 2011 was 44, compared to 51 for the October 2011 to March 2012 period, so statistically there is greater opportunity for reduction during the second half of the financial year.</p> <p>High visibility patrols to continue to be tasked to target hotspot locations.  From 16<sup>th</sup> June 2012 until the commencement of the Olympic shift pattern, extra patrols consisting of 1 PS and 6 PCs targeted licensed premises on Friday and Saturday nights. Their aim was to prevent for disorder and gain intelligence to be fed back to Licensing to assist with the management of licensed premises and targeting of disorder.</p>
Measure	Traffic Light
<b>12. To reduce levels of victim based theft compared to 2011-12</b>	
<b>Performance</b>	<p><b>Year to date target (not seasonally adjusted): 1013</b>  <b>April-June 2012: 981</b>  April-June 2011: 1213</p> <p>232 (19%) fewer victim based acquisitive crimes were recorded in quarter 1 compared to the same period last year. The reduction includes 31 fewer Theft of Motor Vehicles, 90 fewer Theft of Pedal Cycles and 73 fewer Theft from Shops and 41 fewer Theft Other.</p> <p>Crime Squad continue their covert patrols in hotspot areas focusing on licenses premises and cafes. In addition, details of the top 10 addresses being used by foreign nationals arrested by us are being collated in partnership with FIB in order to target and disrupt teams of thieves who frequent the City.</p> <p>A decoy cycle fitted with a tracking device is now being used. Crime Squad continues to monitor the Gumtree website to detect stolen cycles offered for sale. These are then followed up and the sellers arrested.</p> <p>A recent operation to target a known thief using a decoy laptop bag resulted in his arrest and him being remanded in custody.</p>

Roads Policing	
Measure	Traffic Light
13. To reduce the number of collisions resulting in injury compared to 2011-12.	GREEN
<p><b>Performance</b></p> <p><b>Year to date target (not seasonally adjusted): 106</b>  <b>April-June 2012:</b> 104 collisions resulting in injury (as on CRS at 9/7/12).  <b>April-June 2011:</b> 93.</p> <p>At the end of the first quarter, the Force was 12% higher than at the end of June 2011 but nevertheless just within year to date target to achieve and end of year reduction.</p> <p><b>RPU Analysis</b></p> <p>6 KSI = 2 pedestrians, 2 cyclists, motor cyclist, car passenger</p> <p>29 Slight = 6 pedestrians, 9 cyclists/ 3 motor cyclists, 6 car passengers, 5 PSV passengers</p> <p>The figure of 101 is an adjusted figure from CRS (showing 104) which does not affect the grading.</p> <p>Analysis for Level 1 Tasking identifies hot spot locations for preventative work and also causation factors. This enables resources to be deployed through the Level 1 tasking Patrol Planner. Operations and deployments are organised by the Safer Transport Operations Team and the Roads Policing Unit to undertake Operation Berwick (to reduce motorcycle collisions) and Operation Atrium.</p>	

Measure							Traffic Light																																					
<b>14. To increase the number of uninsured vehicles seized compared to 2011-12</b>							<b>AMBER</b>																																					
Performance	<p><b>Baseline insurance seizures 2011/12: 333 (253 for no insurance and 80 for no insurance AND no driving licence), monthly average 27.75</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>No Insurance</th> <th>Both</th> <th>Total</th> <th>2012 Total</th> <th>2011 Total</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>13</td> <td>10</td> <td>23</td> <td>23</td> <td>28</td> </tr> <tr> <td>May</td> <td>24</td> <td>2</td> <td>26</td> <td>49</td> <td>52</td> </tr> <tr> <td>June</td> <td>21</td> <td>6</td> <td>27</td> <td>76</td> <td>98</td> </tr> </tbody> </table> <p>The issue of ANPR settings in Control is being addressed to ensure that maximum use of the 'No Insurance' database is made to provide additional support to achieve this target. This will see the MIDAS database being set to a higher level more frequently to react to those vehicles being driven without insurance. Roads Policing has been tasked to develop initiatives to increase the number of uninsured vehicles seized.</p> <p>If seizures for driving other than in accordance with a licence are included the current figure is 103 compared with 137 for the same period last year. However there was an extremely high number of seizures last June (64).</p>								Month	No Insurance	Both	Total	2012 Total	2011 Total	April	13	10	23	23	28	May	24	2	26	49	52	June	21	6	27	76	98												
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<b>15. To increase the number of cyclists referred to the Capital cycle Safe Scheme compared to 2011-12.</b>							<b>GREEN</b>																																					
Performance	<table border="1"> <thead> <tr> <th>Month</th> <th>Tickets issued 2011/2012</th> <th>Course Completed 2011/2012</th> <th>% completed 2011/2012</th> <th>Profile</th> <th>Tickets issued 2012/2013</th> <th>Total</th> <th>Course Completed 2012/2013</th> <th>% completed 2012/2013</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>16</td> <td>13</td> <td>81%</td> <td>10.5</td> <td>3</td> <td>3</td> <td>3</td> <td>100%</td> </tr> <tr> <td>May</td> <td>16</td> <td>12</td> <td>75%</td> <td>21</td> <td>33</td> <td>36</td> <td>18</td> <td>54.5%</td> </tr> <tr> <td>June</td> <td>9</td> <td>2</td> <td>22%</td> <td>32</td> <td>5</td> <td>41</td> <td>4</td> <td>80%</td> </tr> </tbody> </table> <p><b>Operation Atrium (enforcement and educational Road Show) ran from 11th – 27<sup>th</sup> June inclusive.</b></p> <p>In addition to delivering training to other areas of the CoLP there has been a concentrated effort to increase the use of the scheme by officers. As a result the CCS scheme is increasingly used and has enabled a more concentrated effort on the use of the scheme to deliver the Force target of increasing the number of cyclists completing the online training. The completion figure for June will be adjusted in July to reflect notices currently pending completion.</p>								Month	Tickets issued 2011/2012	Course Completed 2011/2012	% completed 2011/2012	Profile	Tickets issued 2012/2013	Total	Course Completed 2012/2013	% completed 2012/2013	April	16	13	81%	10.5	3	3	3	100%	May	16	12	75%	21	33	36	18	54.5%	June	9	2	22%	32	5	41	4	80%
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Responding to the Community	
Measure	Traffic Light
<b>16. To ensure at least 85% or more crime victims and those reporting antisocial behaviour satisfied with the way police handled their case (whole experience)</b>	<b>ACHIEVED</b>
<b>Performance</b>	<p><b>Baseline Figures for whole of 2011/12:</b></p> <p>People reporting ASB: 92.3% satisfied Victims of Crime: 88% satisfied</p> <p>Q1 2012: Victims of crime: <b>87.9%</b> satisfied. 153 out of 174 respondents expressed satisfaction with the service received. People reporting ASB: <b>94%</b> satisfied. 47 out of 50 respondents expressed satisfaction with the service received</p>
Measure	Traffic Light
<b>17. To ensure at least 80% of City street population surveyed who expressed a view consider the police in the City of London are doing a good or excellent job</b>	<b>ACHIEVED</b>
<b>Performance</b>	88.2% (150 out of 170) respondents to the survey in Q1 expressed the view that police in the City of London do a good or excellent job
Measure	Traffic Light
<b>18. To respond to at least 95% of 999 calls within 12 minutes</b>	<b>ACHIEVED</b>
<b>Performance</b>	<p><b>Incidents attended by CoLP.</b> April-June 2012: 625 out of 634 (98.6%).</p> <p><b>Incidents within CoL geographic policing area</b> April-June 2012: 430 out of 441 incidents attended within 12 minutes (97.5%)</p>