

Committee(s): Police Performance and Resource Management Committee	Date(s): 11 th November 2020
Subject: Policing Plan 2020-23- Performance against measures for end Q2 for the year 2020-21	Public
Report of: Commissioner of Police Pol 77-20	For Information
Report author: Strategic Development for AC Sutherland	

Summary

This report summarises performance against the measures in the Policing Plan 2020-2023 for the year 2020-21, and the Q2 period 1st July 2020 to 30th September 2020.

The Force reported on performance against the first quarter at the meeting of this Committee held on 16th October 2020, due to the re-arrangement of meeting dates by Members Services. That report was therefore presented later than usual and so the Q2 report is now presented closely following the Q1 report.

Members were involved in developing the new 3-year Policing Plan for 2020-23 including policing plan priorities and new measures. These were developed at a workshop in late 2020 in consultation with Members and officers. The Plan was simplified and the priorities and their current assessment for Q2 is shown below. However, it should be noted that it is mainly due to the adverse impacts of Covid-19 restrictions and reduced footfall in the City of London that the measures are assessed as shown.

Policing Plan Priorities 2020-23 and Policing Plan Measures 2020-21

PRIORITY: COUNTER TERRORISM: Q1 Assessed as CLOSE MONITORING					
MEASURE	1st Quarter 2020-21	2nd Quarter 2020-21	3rd Quarter 2020-21	4th Quarter 2020-21	TREND
Measure 1- An increased percentage of people who are surveyed who feel the City of London Police are prepared to respond to a terrorist attack:	REPORTED ANNUALLY as part of Community Survey	REPORTED ANNUALLY as part of Community Survey			
Measure 2- An increased percentage of Project Servator stops that result in a positive outcome: -	SATISFACTORY	REQUIRES ACTION			

Measure 3- An increased number of hostile reconnaissance reports received by the Force, demonstrating a higher level of awareness in the community and confidence to report issues to the police	REQUIRES ACTION	REQUIRES ACTION			
PRIORITY: FRAUD: Q1 Assessed as CLOSE MONITORING					
Measure 1- Resources are targeted at the highest harm threats	SATISFACTORY	SATISFACTORY			
Measure 2- An increased number of Fraud disruptions	CLOSE MONITORING	REQUIRES ACTION			
Measure 3- A reduction in the number of repeat victims of Fraud	REPORTING PROCESS STILL IN DEVELOPMENT	SATISFACTORY			
Measure 4- An increased level of satisfaction and confidence with the force's response to victims of fraud	SATISFACTORY	SATISFACTORY			
PRIORITY: Q1 Violent and Acquisitive Crime: Assessed as SATISFACTORY					
Measure 1- A reduction in number of victim-based violent crimes.	SATISFACTORY	SATISFACTORY			
Measure 2- A reduction in number of victim-based acquisitive crimes	SATISFACTORY	SATISFACTORY			
Measure 3- A reduction in the re-offending rate of people committing violent and acquisitive crime	SATISFACTORY	SATISFACTORY			
Measure 4- An increase in the percentage of people satisfied that they have received a professional service following reporting a crime	NO DATA Contract for collection starts November 2020	NO DATA Contract for collection starts November 2020			
PRIORITY: Q1 Serious Organised Crime: Assessed as CLOSE MONITORING					
Measure 1- An increase in the number of organised crime groups disrupted	REQUIRES ACTION	REQUIRES ACTION			
Measure 2- A reduction in the percentage of people who are surveyed who consider drugs a problem in the City of London	REPORTED ANNUALLY as part of Community Survey	REPORTED ANNUALLY as part of Community Survey			

Measure 3- a reduction in the number of cyber enabled crimes	SATISFACTORY	SATISFACTORY			
Measure 4- Maintain Force use of multi-agency interventions or investigations supported or coordinated to safeguard children	SATISFACTORY	SATISFACTORY			
PRIORITY: Q1 Neighbourhood Policing: Assessed as CLOSE MONITORING					
Measure 1- Roads policing - a reduction in the percentage of people who are surveyed who consider road safety issues a priority in the City of London	REPORTED ANNUALLY as part of Community Survey	REPORTED ANNUALLY as part of Community Survey			
Measure 2- Antisocial Behaviour- a reduction in the percentage of people who are surveyed who consider ASB a priority in the City of London	REPORTED ANNUALLY as part of Community Survey	REPORTED ANNUALLY as part of Community Survey			
Measure 3- The public order measure- an increase in the number of positive outcomes following arrests resulting from public order incidents	REQUIRES ACTION	SATISFACTORY			
Measure 4- The vulnerability measure - an increase in the use of the national vulnerability framework to identify those who are vulnerable so that they receive an appropriate level of service	SATISFACTORY	SATISFACTORY			

Recommendation

Members are asked to: Note the report.

Main Report

Background

1. This report presents Force performance against the measures published in your Police Authority Board's three-year Policing Plan 2020-23 for the year 2020-21, reporting for the performance for Quarter 2 to the end of September 2020. Supporting data 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'. As requested at the Performance and Resource Management Committee meeting in May 2017 the report to your Committee continues to reflect the grading reported at the Force PMG and the summary table will show the trend from the previous quarter over a rolling 4 quarter period for the New Plan as it progresses.
3. The definitions for Satisfactory, Close Monitoring and Requires action are defined for each measure so that a consistent approach for grading can be undertaken. The assessment criteria for each measure reported as Close Monitoring or Requires Action is found within Appendix A.

Position at end of Q2

4. Members will be aware of the impact that Covid-19 has had on the footfall within the City of London since the end of March, and the impact this has had on Crime levels. As aforementioned this has had an adverse impact on some of the Policing Plan measures as reported to the October meeting as part of the 1st quarter update. This report provides details on **performance against the Policing Plan measures 2020-21 for Q2.**

PRIORITY: Counter Terrorism: Assessed as Requires Action

There are 3 measures within this area

Measures:

1. An increased percentage of people who are surveyed who feel the City of London Police are prepared to respond to a terrorist attack. This measure is reported annually as part of the Community Survey.
2. An increased percentage of Project Servator stops that result in a positive outcome: -This measure is reported as **Requires Action.** Although the impact of Covid-19 and reduced footfall/ traffic in the City has reduced Project Servator activity this year so far, the percentage of stops that have a positive outcome is reported as 59% for the year to date, compared to the baseline of 66%. The Servator team has now expanded with new officers joining who undertook their training in August and are still learning the Servator suite of tactics. It is therefore expected that the application of the Stop & Search tactics will improve in year as the teams gain experience. The Force is still above the national average of 35% in positive outcomes when applying Stop & Search as part of Servator tactics.

3. An increased number of hostile reconnaissance reports received by the Force, demonstrating a higher level of awareness in the community and confidence to report issues to the police. This measure is reported as **Requires Action**. Again this is due to the decrease in reports as a result of reduced footfall in the City. An improvement in numbers was seen in September but as London has now entered a Tier 2 Covid-19 level restrictions, the Force expects this measure to continue to be adversely affected going forward as the footfall in the City remains at a reduced level.

PRIORITY: Fraud: Assessed as Close Monitoring

There are four measures within this area

Measures:

1. Resources are targeted at the highest harm threats:
This measure is reported as **Satisfactory** reflecting that the use of resources for the Directorate remain targeted at the relevant threats.
2. An increased number of fraud disruptions:
This measure is reflected as **Requires Action**. The number and value of disruptions is currently down on last year.
3. A reduction in the number of repeat victims of fraud:
This measure is reflected as **Satisfactory** with data available until the end of August 2020.
4. An increased level of satisfaction and confidence with the force's response to victims of fraud:
This measure is reported as **Satisfactory** with satisfaction of victims of Fraud currently above the level achieved last year.

PRIORITY: Violent & Acquisitive Crime: Assessed as SATISFACTORY

There are four measures in this area.

Measures:

1. A reduction in number of victim-based violent crimes.
This measure is reported as **Satisfactory**
2. A reduction in number of victim-based acquisitive crimes:
This measure is reported as **Satisfactory**
3. A reduction in the re-offending rate of people committing violent and acquisitive crime.
This measure is reported as **Satisfactory** as rate has reduced from the baseline set in 2019/20. Currently the amount of crime committed by repeat offenders is 4% down from 5% the previous year.
4. An increase in the percentage of people satisfied that they have received a professional service following reporting a crime. The new contract to gather victim satisfaction data goes live in November, once results are received from the survey company the Force will report on this measure.

Serious Organised Crime: Assessed as CLOSE MONITORING.

There are four measures within this area,

Measures:

1. An increase in the number of organised crime groups disrupted
This measure is reported as **Requires Action** as it has been impacted by reduced activity owing to Covid-19.
2. A reduction in the percentage of people who are surveyed who consider drugs a problem in the City of London will be reported on annually as part of the Community Survey.
3. The third measure, a reduction in the number of cyber enabled crimes is reported as **Satisfactory**.
4. Maintain Force use of multi-agency interventions or investigations supported or coordinated to safeguard children is the fourth measure and is also reported as **Satisfactory**.

Neighbourhood Policing: Assessed as: CLOSE MONITORING

There are four measures within this area.

Measures:

1. **Roads policing** - a reduction in the percentage of people who are surveyed who consider road safety issues a priority in the City of London.
This measure will be reported on annually as part of the Community Survey.
2. **Antisocial behaviour** - a reduction in the percentage of people who are surveyed who consider ASB a priority in the City of London
This measure will be reported on annually as part of the Community Survey.
3. **The public order measure**- an increase in the number of positive outcomes following arrests resulting from public order incidents is reported as **Satisfactory** for this period as there is an increase in positive outcomes compared to last year. Currently the Force is recording a positive outcome rate of 29% compared to 23% set in the previous year.
4. **The vulnerability measure** - an increase in the use of the national vulnerability framework to identify those who are vulnerable so that they receive an appropriate level of service is reported as **Satisfactory**.

COVID 19 Impact:

5. A number of indicators have been impacted by the Covid-19 Pandemic over the course of this year so far as a result of the impact of the pandemic, rather than any Force Crime Reduction Strategy or activity. A number of indicators are reporting as 'requires action' due to a reduction in city footfall and traffic, closure and/ or post lockdown, subsequent restricted opening hours of businesses and licensed premises, which has meant that the people, opportunities and locations

where crimes/ incidents could occur have been limited. Conversely, several other measures are reporting 'satisfactory' due to the overall drop in crime caused by the lockdown and post lockdown restrictions. These indicators are:

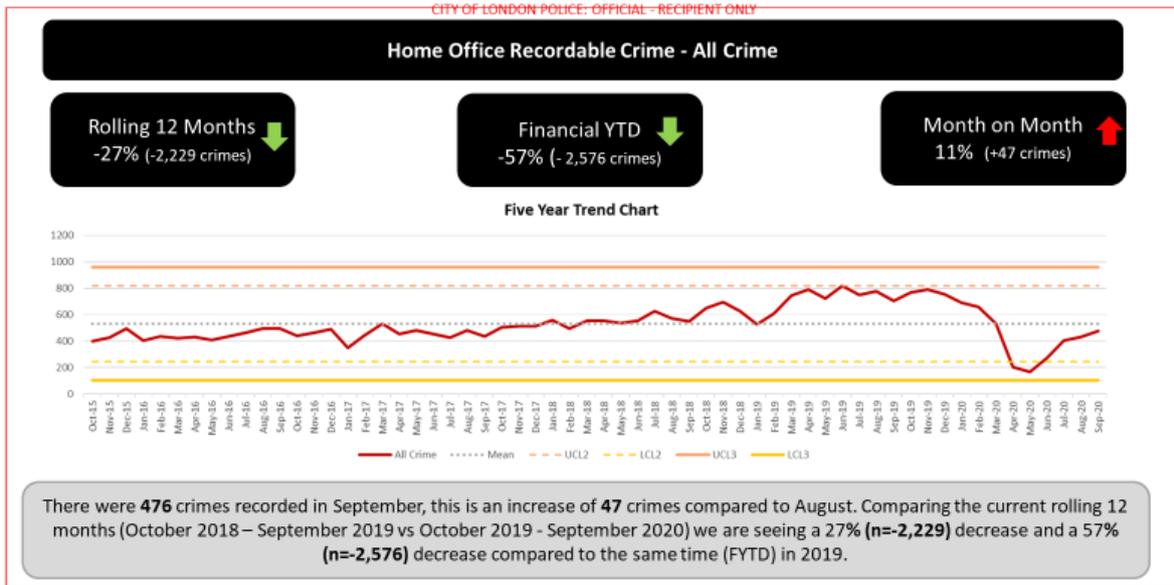
- **An increased percentage of Project Servator stops that result in a positive outcome:** Reported as requires action mainly due to decreased footfall and traffic in the City, thereby reducing opportunities for using Servator tactics.
 - **An increased number of hostile reconnaissance reports received by the Force, demonstrating a higher level of awareness in the community and confidence to report issues to the police:** Reported as requires action, due to decreased footfall within the City there has been a significant reduction in hostile reconnaissance reports impacting the ability of the Force to achieve this measure.
 - **A reduction in number of victim-based violent crimes:** Reported as satisfactory reflecting the decrease in overall crime in the UK as a result of Covid-19. This quarter's assessment is mainly due to the continued low footfall and limited opening hours of licensed premises during Q2.
 - **A reduction in number of victim-based acquisitive crimes:** Reported as satisfactory reflecting the decrease in overall crime in the UK as a result of Covid-19. This quarter's assessment is mainly due to the continued low footfall in the City post lockdown in Q2.
 - **An increase in the number of organised crime groups disrupted:** Reported as requires action. One of the biggest operations run was targeting OCGs involved in bag thefts from licenced premises. Due to the opening restrictions and the limited number of licensed premises being open in Q2 along with the lack of footfall numbers, this type of theft has vastly reduced. Operational activity has also decreased in relation to it as a consequence. The number of offences under this operation are still low, at less than one a day.
6. Supporting information for those measures assessed as either 'Close Monitoring' or 'Requires Action' is attached at Appendix A.

Community Survey:

7. The Community Survey was undertaken during September. The online survey was live from 1st September – 30th September to collect community views to help gauge public perception on Force performance and to gather information to develop Force priorities for 2021-22. Due to Covid-19 social distancing limitations a decision was made to undertake the survey online only this year and forego the street survey collection method, which historically has collected 500 responses. Our approach this year was focused on targeting City residents, with the survey company writing to all residents within the City providing a URL to the Force and encouraging participation in the survey. This was run in line with a Force social media campaign to promote the survey.

- The Force now awaits the full survey results report and initial indication is that there were 580 responses to the survey with around 460 provided by City residents.

All Crime at end of Q2- 5 Year Trend



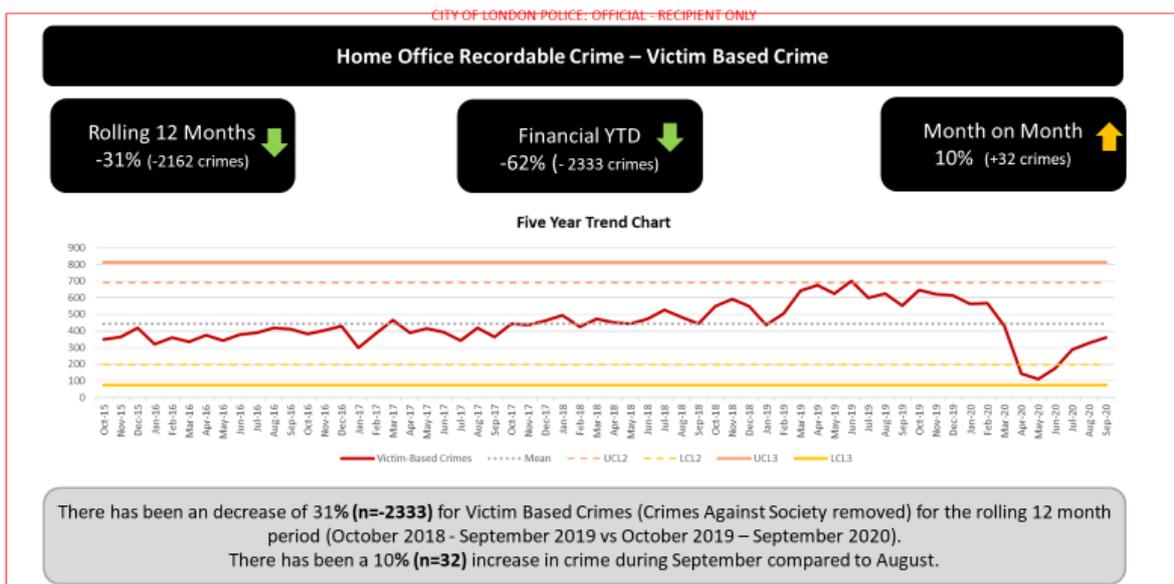
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Victim based Crime end Q2- 5 Year Trend



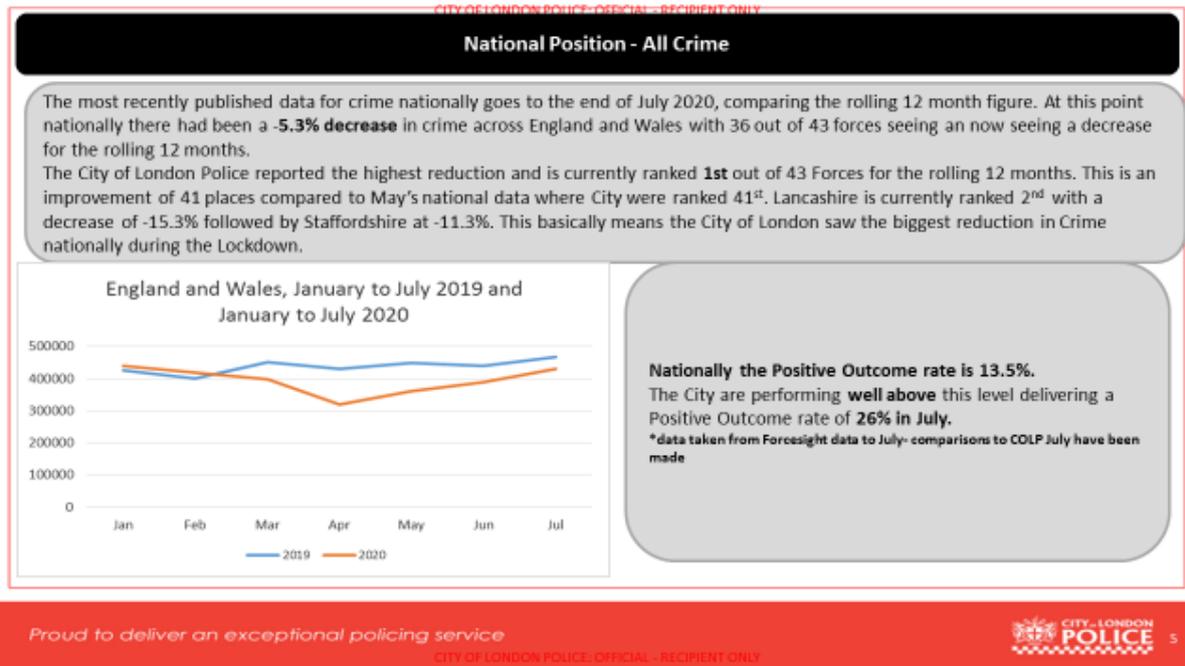
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National position –v- City of London- to end July (latest data available)



Appendices

- **Appendix A-** Data supporting current assessment for Policing Plan Measures 2020-21 for those assessed as 'Close Monitoring' and 'Requires Action'.

Appendix A

PERFROMANCE SUMMARY at end of Q2 of those measures shown as 'Close Monitoring' and 'Requires Action'

POLICING PLAN PRIORITIES	ASSESSMENT QTR 1	ASSESSMENT QTR 2	ASSESSMENT QTR 3	ASSESSMENT QTR 4
COUNTER TERRORISM	CLOSE MONITORING	REQUIRES ACTION		
FRAUD	SATISFACTORY	CLOSE MONITORING		
VIOLENT & ACQUISITIVE CRIME	SATISFACTORY	SATISFACTORY		
SERIOUS ORGANISED CRIME	CLOSE MONITORING	CLOSE MONITORING		
NEIGHBOURHOOD POLICING	CLOSE MONITORING	SATISFACTORY		

Assessment Criteria

SATISFACTORY: All measures within category report this assessment or only one measure within category reports Close Monitoring.

CLOSE MONITORING: Two or more measures report as Close Monitoring, where two or more report as Requires Action should the number of measures dictate the below assessment will be used.

REQUIRES ACTION: Two or more measures within this category report Requires Action.

PRIORITY: COUNTERING TERRORISM		Assessment	REQUIRES ACTION
Measure of Success	An increased percentage of Project Servator stops that result in a positive outcome		
AIM/RATIONALE	Project Servator is a suite of tactics employed by the Force to counter terrorist related activity. Part of the success of these tactics is the training of officers to recognise behaviour and target stop and search to individuals exhibiting behavioural traits that draw their attention. The Force aims to improve on the success of the training and deployment of project Servator trained officers and a measure of this success will be the increase in positive outcomes from the stopping and searching of individuals that draw attention to themselves through behavioural profiling.		
Reason for Assessment	SATISFACTORY: An increase in the percentage of positive outcomes from the level achieved in 2019/20. CLOSE MONITORING: The positive outcome level is within 5% of the level achieved in 2019/20. REQUIRES ACTION: Positive outcomes are more than 5% less than the level achieved in 2019/20		

Current Position

PROJECT SERVATOR STATS 2019/20													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Stop and Search	5	5	4	1	8	4	0	4	16	7	7	5	
Positive Stop & Searches	3	4	3	1	7	4	0	3	5	4	6	4	
Arrests	3	3	3	4	8	4	1	3	10	4	6	8	
Percentage of Stop & Searches that were positive	60%	80%	75%	100%	88%	100%	N/A	75%	31%	57%	86%	80%	

PROJECT SERVATOR STATS 2020/21													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Stop and Search	N/A	0	2	23	13	23							
Positive Stop & Searches	N/A	0	2	15	11	12							
Arrests	N/A	0	2	13	10	11							
Percentage of Stop & Searches that were positive	N/A	N/A	100%	65%	85%	52%							

Project Servator resumed as of Monday the 11th of May. Due to the UK wide lockdown there has been a lower footfall within the City compared to usual.

Project Servator utilises a suite of tactics with Stop & Search being the final resolution of a number of engagement activities. Before a Stop & Search is conducted an officer will undertake a Resolution Conversation as part of the tactics utilised to ascertain if a Stop & search will be required, the number of these conversations undertaken each month is as follows:

April: 0
May: 104
June: 66
July: 210
August: 219
September: 201

Therefore, although no Stop & Searches were undertaken in May officers undertook 104 conversations with individuals. Overall, out of 800 resolution conversations officers only felt the grounds to implement a Stop & Search on 61 occasions and of these 36 were positive. Overall, this is a positive outcome percentage of 59%.

The positive Stop & Search rate for 2019/20 was 67%, out of 66 Stop and Searches 44 were positive.

A good example of how the Servator Tactics can link with other Force departments occurred in September:

On Mon 28th Sept the Force stopped a Skoda Octavia on the Aldgate entry point as driver and front seat passenger were acting nervously as they approached the check point. Upon stopping officers established grounds to search under S23. No drugs were located on the persons, however specialist dog unit then searched the vehicle. The officers found cannabis in the vehicle and the search dog kept indicating at the front console. Officer checked the void by taking out part of the central console and the following was located:

Crowbar
Extendable baton
Ammonia in a bottle
A glass breaking tool
2 black balaclavas'
2 sets of black gloves

Officers also found the vehicle to have a set of blue lights in the front grille similar to those used by Police. Enquiries were made to Essex police, who assisted with the s18 address searches and established there could be a link to carjacking and robberies in the Essex area.

All 3 males were arrested for:

Conspiracy to steal

Off- Weapons

Going Equipped

Possession of Class B

S18's address searches recovered further drug related items and mobile phones. The job also linked to an office in the City where expensive watches are sold. Support Group had attended a call there due to an alarm being activated and had linked the premises to what could be gang related activity. They checked to see if there was a link to this stop and it was established that the 3 suspects had just come from this office and all 3 had expensive Rolex watches which were seized. All 3 suspects were interviewed by CID and released under investigation. This is an excellent example of good joint working between Servator officers, Dog Section, Support Group, CID and response who assisted with the s18 searches. Enquiries continue.

PRIORITY: COUNTERING TERRORISM		Assessment	REQUIRES ACTION
Measure of Success	An increased number of hostile reconnaissance reports received by the Force, demonstrating a higher level of awareness in the community and confidence to report issues to the police		
AIM/RATIONALE	The Force undertakes Act and ARGUS training with community representatives highlighting the awareness of tactics used by terrorists to gather reconnaissance information before launching an attack, this raises awareness with our communities of the importance of reporting suspect behaviour and generating Op Lightning reports for intelligence analysis. In addition, through patrolling the City our officers observe individuals and groups who may also be acting suspiciously and generate in-Force intelligence submissions. Our aim is to ensure our community and officers remain aware of the threat and report any perceived hostile reconnaissance for Force intelligence analysis. This measure aims to track the effectiveness of our training and interaction with the community in receiving training so that we can be sure our preventative measures are having a positive influence on City safety.		
Reason for Assessment	SATISFACTORY: Level of Op Lightning Reports has increased from the level set in 2019/20. CLOSE MONITORING: Level of Op Lightning Reports is within 10% of level set in 2019/20 and/or there is a reduction in submission of reports from our community. REQUIRES ACTION: There has been a reduction in submission of Op Lightning Report by more than 10% and/or the level of reports submitted by our community is significantly reduced.		

Current Position

OP LIGHTNING REPORTS (Hostile Reconnaissance)												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Op Lightning Reports 2015-16	11	7	13	10	10	7	19	30	17	9	8	15
Op Lightning Reports 2016-17	20	6	12	20	17	14	21	9	12	18	11	22
Op Lightning Reports 2017-18	18	22	35	17	7	20	20	19	11	11	5	3
Op Lightning Reports 2018-19	11	8	11	11	18	8	7	10	17	6	9	11
Op Lightning Reports 2019-20	16	8	12	10	4	9	19	4	12	2	10	9
Op Lightning Reports 2020-21	5	4	3	7	5	8						
Trend	↓	↓	↓	↑	↓	↑						

July

A total of 7 reports were submitted during July, an increase of 4 when compared to the previous month. Five reports listed individuals taking photographs in the areas of Shoe Lane, Fenchurch Street, New Street, Lime Street and Silk Street, with the remaining two reports listing individuals flying drones in the areas of New Change Alley & Scalpel building.

August

A total of 5 reports were submitted during August, a decrease of 2 when compared to the previous month. In the areas of 85 Gracechurch Street, o/s Royal Courts of Justice, Guildhall Yard, Leadenhall Street/Lime Street and Coleman Street.

September

Total number of Op Lightning reports submitted to CoLP SB during September was 8. However, three of these were reports relating to Urban Explorer activity which all took place on the same day at different City locations but had listed the same suspects in each report.

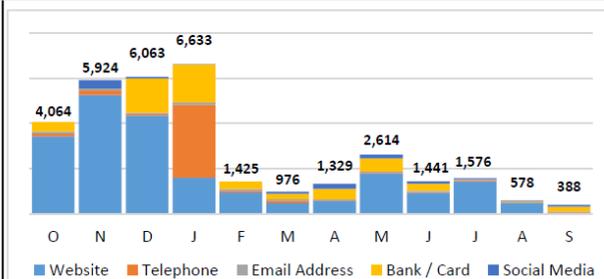
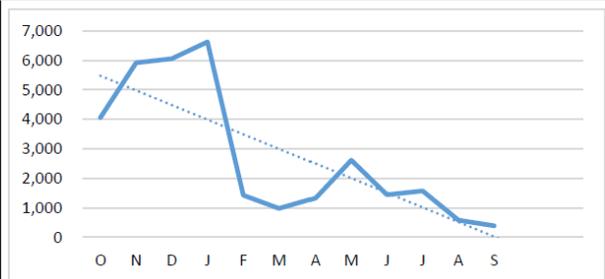
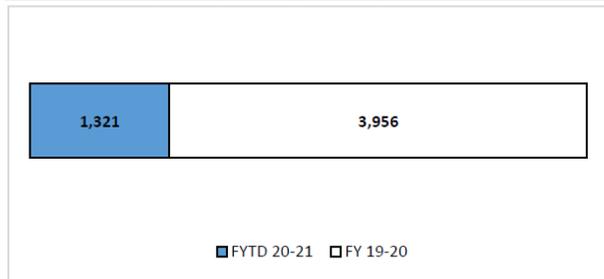
September's total is a slight increase when compared to the previous month (August 2020 x 5 reports) but is lower than the average September total over the past five years which stands at 11.

Seven of the eight reports in September 2020 had been submitted by ACT trained security personnel, one was submitted by CoLP police officers. Aside from the three reports listing behaviour associated with Urban Explorers, two reports had listed individuals taking photographs, two reports had listed individuals engaged in general suspicious behaviour and one report had listed an individual filming. Repeat locations featured in reports during September were the Old Bailey (x 2 reports) and the Leadenhall building (x 2 reports). Other locations featured in reporting included a construction site by Blackfriars Bridge, in the area of London Wall, the area of Lime Street and at premises in Lower Thames Walk.

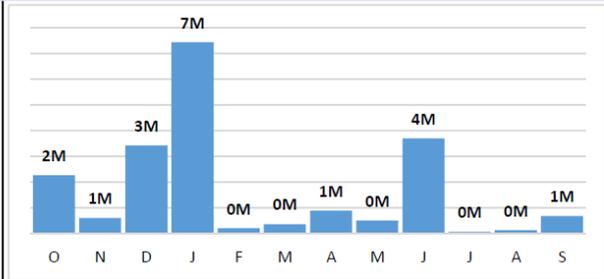
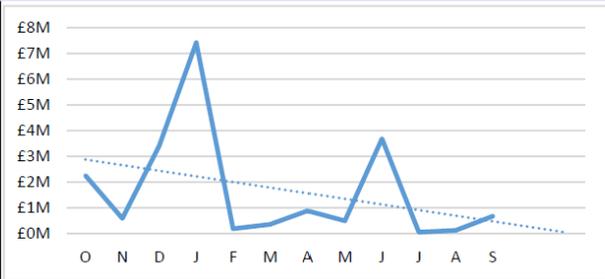
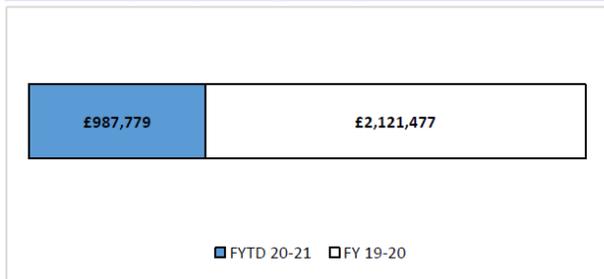
PRIORITY: FRAUD		Assessment	REQUIRES ACTION
Measure of Success	An increased number of fraud disruptions		
AIM/RATIONALE	Disruption the perpetrators of fraud makes it harder for individuals and groups to commit and profit from their crimes. The number of successful disruptions illustrates the effectiveness of Force proactive measures to prevent individuals and organised criminal gangs from committing fraud.		
Reason for Assessment	SATISFACTORY: Increase in level of in year disruptions compared to the level set within 2019/29. CLOSE MONITORING: No increase in the level of disruptions compared to the level set within 2019/20. REQUIRES ACTION: Decrease in the level of disruptions within year compared to the level set within 2019/20.		

Current Position

Number of Disruptions (including ASHIKO)



Value of Disruptions (excluding ASHIKO)



It should be noted that Police intellectual property crime unit run a disruptions operation(ASHIKO), this is reported one month in arrears so at the end of September the disruption data for August will be updated with the statistics for this Operation and the number of disruptions will likely increase.

Because Ashiko values are an estimate between a high and low figure and are calculated in a different way to the other departments, the 'value of disruptions' does not include Ashiko. Therefore, there will be no increase in the value of disruptions when these figures are added to the statistics next month.

PRIORITY: SERIOUS ORGANISED CRIME		Assessment	REQUIRES ACTION
Measure of Success	An increase in the number of organised crime groups disrupted		
AIM/RATIONALE	Organised Crime groups (OCG's) operate throughout the UK. It is the aim of the Force to disrupt their activities within the City so that the City remains a safe place for people to live, work and visit. Our disruption activities aim to ensure the OCG activity is not tolerated within the City. These disruptions target the financial benefits and ability of groups to pursue criminality within the square mile and ensure that through targeting OCG activity we also seek to reduce overall crime and the risk of crime within the City.		
Reason for Assessment	<p>SATISFACTORY: There is an increase in the number of OCG's disrupted within year compared to the number disrupted in 2019/20. CLOSE MONITORING: There is not increase in the number of OCG's disrupted by Force activity compared to the number disrupted in 2019/20. REQUIRES ACTION: There is a decrease in the number of OCG's disrupted by Force activity compared to the number disrupted in 2019/20.</p>		
Current Position			
<p>Reasons for a reduction in disruption submissions from Q4 FY19/20 Covid-19 impacted upon policing and priorities changed. Impact upon the progression of investigations.</p> <ul style="list-style-type: none"> • One Major disruption has been submitted in Q2 but occurred in Q4 FY 2019/20- • Two of the three biggest contributors to disruptions by volume are now closed owing to executive action taken and arrests made. • . The other focussed on organised bag thefts dropped to 0 or near 0 between Apr-Jun due to closure of pub/bars and offences cannot be committed by offenders. Offences have increased to one every 2 days in July-August and again in September to under one offence a day. 			