

Appendix 1: Proposed Policing Plan Measures 2022/23.

The Force has brought the measures in-line with the three operational policing priorities pillars; as set out in the Policing Plan. Where possible the Force has aimed to utilise national or regional metrics; in order to encourage improved Force alignment with national measures. In common with MOPAC (2021-2025 draft plan) the Force has sought to avoid setting numerical targets; which may lead to unintended consequences and unwanted behaviours. This is likely to be the case with measures liable to change in the way they are recorded; and may create perverse incentives.

Operational Priorities.

Priority 1: Keep those who live, work and visit the City safe and feeling safe.			
Measure 1.1	Organised Crime Group (OCGs) disruptions are sustained whilst seeking to increase major and moderate disruptions against higher harm OCGs.		
Aim/Rationale	Organised Crime Groups (OCGs) operate throughout the UK. It is the aim of the Force to disrupt their activities within the City by targeting the financial benefits and ability of groups to pursue criminality, within the Square Mile. To ensure an effective response to tackling the most serious and organised offenders, and associated crime, it is important that the level and type of disruptions of OCGs are sustained.		
Sub Measures	<ul style="list-style-type: none"> • Number of Major Disruptions. • Number of Moderate Disruptions. • Number of Disruptions within highest quartile of harm scoring OCGs. 		
Criteria for Assessment	<p>SATISFACTORY: The volume of OCG disruptions is greater than or equal to the baseline in 2019/20; or should the overall number be lower that the percentage of major/moderate disruptions is higher.</p> <p>CLOSE MONITORING: The volume of OCG disruptions is greater than 70% of the baseline in 2019/20 but does not equal nor exceed it; and major/moderate disruptions are at a similar or lower level than the previous year.</p> <p>REQUIRES ACTION: The volume of OCG disruptions is less than 70% of the baseline in 2019/20; and there has only been a low proportion of major/moderate disruptions.</p>		
Assessment		Direction of Travel	

Measure 1.2	Vigilance against terrorism by 'planning, testing and exercising' and 'preparing and engaging' businesses and communities to ensure the City is prepared to respond to terrorism.		
Aim/Rationale	To Force aims to work with partners to consider potential attack scenarios and responses to ensure we are prepared to respond to any future events and to build on learning from recent events to target harden the City where possible. The Force also aims to continue to educate industry staff and partners in terms of Counter Terrorism Protective Security Advice; to ensure suspicious activity is recognised and reported. Helping to keep everyone safe and create an improved intelligence picture.		
Sub Measures	<ul style="list-style-type: none"> • Planning and Testing. <ul style="list-style-type: none"> ○ Number of events taking place or planned. ○ Number of partners engaged with. ○ Narrative on lessons learned/actions taken/preventative measures enacted. • Prepare and Engage. <ul style="list-style-type: none"> ○ Reach of Attendees. ○ Number of online courses run/number of participants in online course. ○ Operation Lightning reports. 		
Criteria for Assessment	<p>SATISFACTORY: The volume of events taking place and the number of attendees and partners engaged with exceeds the 2019/20 baseline.</p> <p>CLOSE MONITORING: The volume of events taking place and the number of attendees and partners engaged similar (+/- 5%) to the 2019/20 baseline.</p> <p>REQUIRES ACTION: The volume of events taking place and the number of attendees and partners engaged are fewer than the 2019/20 baseline.</p>		
Assessment		Direction of Travel	

Measure 1.3	Improve current grading of good to outstanding in relation to the quality and effectiveness of locally delivered Project Servator community engagement and communications.		
Aim/Rationale	Project Servator is a suite of tactics employed by the Force to counter terrorist related activity. This is an externally graded qualitative evaluation of the effectiveness of Project Servator to ensure the tactics are being used consistently and effectively. The Force aims to improve the current grading and good practice of the training and deployment of Project Servator trained officers across the next year to fully reflect its role as national lead in this area.		
Sub Measures	<ul style="list-style-type: none"> • National Grading level • Number of Project Servator interactions with members of the public • Number of deployments. • Outcomes (Arrests made and Intelligence submitted). 		
Criteria for Assessment	SATISFACTORY: Levels of activity are similar to or exceed those from 2019/20; and confidence is high that Force grading will improve. CLOSE MONITORING: Levels of activity have fallen by 20% or more compared to 2019/20; but Force grading is likely to improve. REQUIRES ACTION: Levels of activity have fallen significantly, and the Force grading is unlikely to be maintained.		
Assessment		Direction of Travel	

Measure 1.4	Ensure Police make appropriate use of their powers to tackle and deter Anti-Social Behaviour.		
Aim/Rationale	One of the key areas of community concern identified in the City is Anti-Social Behaviour (ASB), the Force aims to respond to those calls that require attendance and where possible use the powers available to officers to deter or prevent further escalation or offences.		
Sub Measures	<ul style="list-style-type: none"> • Number of ASB calls received. • Number of ASB calls attended. • Number of CBOs Issued/Breached. • Number of CPN/CPWs Issued. • Number of Dispersal Orders used. 		
Criteria for Assessment	SATISFACTORY: The percentage of calls being attended is maintained and the use of orders to tackle ASB is increasing. CLOSE MONITORING: The percentage of calls being attended is maintained; but the use of orders to tackle ASB is decreasing. REQUIRES ACTION: Both the percentage of calls attended and the use of orders to tackle ASB are decreasing.		
Assessment		Direction of Travel	

Measure 1.5	Increase the number of positive outcomes from identified repeat offenders.		
Aim/Rationale	The Force aims to identify and bring to justice any offenders repeatedly committing crimes within the City to reduce their long-term impact on crime trends and volume; as well as reducing the harm these crimes cause.		
Sub Measures	<ul style="list-style-type: none"> • Number of repeat offenders in the last 12 months. • Number of crimes linked to repeat offenders in last 12 months. • Positive outcomes rate for repeat offenders in the last 12 months, • Narrative around any ongoing work around repeat offenders that may see an increase in recording; due to proactive police work 		
Criteria for Assessment	SATISFACTORY: The positive outcome rate for repeat offenders is increasing compared to the 2019/20 baseline CLOSE MONITORING: The positive outcome rate for repeat offenders is similar to the 2019/20 baseline REQUIRES ACTION: The positive outcome rate for repeat offenders is lower than the 2019/20 baseline		
Assessment		Direction of Travel	

Measure 1.6	Reduce Neighbourhood and Violent Crime.		
Aim/Rationale	The Force aims to make the City of London the safest City in the world to live, work and visit. Nationally all forces have been set a target to reduce neighbourhood crime; via the National Crime and Policing Priorities. The Force aims to work with partners and through delivery of targeted policing services reduce the threat of the public becoming a victim of neighbourhood and violent crime within the City.		
Sub Measures	<ul style="list-style-type: none"> • National Measure – volume of Burglary, Robbery, Theft of Motor Vehicle, Theft from Motor Vehicle and Theft Person offences. • Violent Crime Volumes – Homicide, Violence with Injury, Violence Without Injury, Stalking and Harassment, Rape and Other Sexual Offences. <p><i>*given the impact of national lockdowns on the last two years or crime levels the Force will continue to compare to a 2019/20 baseline for assessment to alongside current trends compared to 2021/22.</i></p>		
Criteria for Assessment	SATISFACTORY: Reduction in neighbourhood and violent crime reported within the City; compared to the 2019/20 baseline levels. CLOSE MONITORING: Increase in neighbourhood and violent crime reported by up to 10%; compared to the 2019/20 baseline. REQUIRES ACTION: Increase in neighbourhood and violent crime reported by more than 10%; compared to the 2019/20 baseline.		
Assessment		Direction of Travel	

Measure 1.7	Make the City a hostile place for Drugs Supply.		
Aim/Rationale	The Force aims to make the City of London the safest City in the world to live, work and visit. The Force aims to work with partners to reduce the threat of the public harm caused by drug supply; through the delivery of targeted intelligence led policing services.		
Sub Measures	<ul style="list-style-type: none"> • Levels of positive outcomes for Possession with Intent to Supply; compared to a 2019/20 baseline for assessment but also report trends compared to 2021/22. 		

Criteria for Assessment	<p>SATISFACTORY: Statistically significant increase in positive outcomes linked to PWITS crime reported within the City; compared to the 2019/20 baseline levels.</p> <p>CLOSE MONITORING: A stable performance in relation to positive outcomes and actionable intelligence submissions; compared to the 2019/20 baseline.</p> <p>REQUIRES ACTION: A decrease in positive outcomes and/or a decrease in actionable intelligence; relating to PWITS; compared to the 2019/20 baseline.</p>		
Assessment		Direction of Travel	

Priority 2: Protect the UK from the threat of economic and cyber-crime.

Measure 2.1	75% of surveyed respondents find it easier to spot a scam following engagement events or direct communications.		
Aim/Rationale	CoLP is responsible for developing and disseminating national alerts for policing based upon latest crime reporting trends. The Force aims to use this mechanism to ensure communities can take steps to prevent themselves from becoming victims of fraud.		
Sub Measures	<ul style="list-style-type: none"> • Number of Alerts Disseminated. • Number of Engagement Events. • Membership of Neighbourhood Alert System. • Percentage of respondents who find it easier to spot a scam. 		
Criteria for Assessment	<p>SATISFACTORY: Numbers of alerts disseminated, and engagement events remains consistent or increases; and 75% or more of respondents find it easier to spot a scam.</p> <p>CLOSE MONITORING: Between 65-75% of respondents report finding it easier to spot a scam.</p> <p>REQUIRES ACTION: Less than 65% of respondents report finding it easier to spot a scam.</p>		
Assessment		Direction of Travel	

Measure 2.2	Prepare, engage and raise awareness across businesses and communities of threats and risks of economic/cyber-crime and measures they can take; through protect messaging and events using a diverse range of channels		
Aim/Rationale	As part of our National Lead Force (NLF) function CoLP supports national and local protect messaging campaigns to highlight key economic or cyber-crime trends using social media. Staff also hold events to proactively educate businesses, partners and communities to the risks they should be aware of. The Force aims to maintain or improve this engagement throughout 2022/23 to help protect people from becoming victims of fraud and cybercrime.		
Sub Measures	<ul style="list-style-type: none"> • No of Protect Events. • Reach of Protect Events. • Volume of Protect Social Media Messaging. • Impressions from Protect Social Media Messaging. 		
Criteria for Assessment	SATISFACTORY: Levels of events and messaging remain consistent or improved with a similar or improved reach. CLOSE MONITORING: Levels of events and messaging or reach are reduced by less than 10%. REQUIRES ACTION: Levels of events and messaging or reach are reduced by more than 10%.		
Assessment		Direction of Travel	

Measure 2.3	To increase the total number of judicial outcomes recorded in relation to fraud across the country.		
Aim/Rationale	The National Lead Force (NLF) seeks to promote the investigation of fraud across policing and support forces to achieve success in this area. It is one of our key outcomes to show that fraudsters operating nationally are identified and their offending is being disrupted an increase in judicial outcomes for policing will be key to this. Tracking judicial outcome levels from policing will allow us to target our engagement to work with partners and policing to try and address any issues although the achievement of outcomes from other forces is not completely with CoLP's influence.		
Sub Measures	<ul style="list-style-type: none"> • National Judicial Outcomes Reported. • CoLP Judicial Outcomes Reported. 		
Criteria for Assessment	SATISFACTORY: The volume of judicial outcomes reported is greater than the average level in 2021/22. CLOSE MONITORING: The volume of judicial outcomes is greater than 90% of the average 2021/22 level. REQUIRES ACTION: The volume of judicial outcomes reported is less than 90% of the average 2021/22 level.		
Assessment		Direction of Travel	

Measure 2.4	Economic & Cyber Crime Academy delegate training numbers are increased; with 90% satisfaction rate.		
Aim/Rationale	City of London Police provides economic crime investigation training to policing, government and the private sector through its Economic Crime Academy. It is responsible for identifying, developing and disseminating good practice to ensure that policing has the capability to successfully investigate fraud. Sustaining delegate numbers is important for that purpose and the satisfaction rate for delegates allows the academy to assess its courses and improve the services it offers.		
Sub Measures	<ul style="list-style-type: none"> • Number of Academy Courses. • Number of Training Days delivered. • Number of Delegates. • Percentage of Delegates Satisfied with Course Overall. 		
Criteria for Assessment	<p>SATISFACTORY: Delegate training numbers are sustained at 2021/22 average levels and delegate satisfaction is at least 90%.</p> <p>CLOSE MONITORING: Delegate training numbers are less than 80% of 2021/22 average levels or delegate satisfaction is less than 80%.</p> <p>REQUIRES ACTION: Delegate training numbers are less than 80% of 2021/22 average levels and delegate satisfaction is less than 80%.</p>		
Assessment		Direction of Travel	

Measure 2.5	Economic Crime Organised Crime Group (OCGs) disruptions are sustained (with higher proportion of major disruptions).		
Aim/Rationale	Organised Crime Groups (OCGs) operate throughout the UK. It is the aim of the Force to disrupt their activities within the City by targeting the financial benefits and ability of groups to pursue criminality, within the Square Mile. To ensure an effective response to tackling the most serious and organised offenders, and associated crime, it is important that the level and type of disruptions of OCGs are sustained.		
Sub Measures	<ul style="list-style-type: none"> • Number of Major Disruptions. • Number of Moderate Disruptions. • Number of Disruptions within highest quartile of harm scoring OCGs. 		
Criteria for Assessment	<p>SATISFACTORY: The volume of OCG disruptions is greater than or equal to the baseline in 2021/22; or should the overall number be lower that the percentage of major/moderate disruptions is higher.</p> <p>CLOSE MONITORING: The volume of OCG disruptions is greater than 70% of the baseline in 2021/22 but does not equal nor exceed it; and major/moderate disruptions are at a similar or lower level than the previous year.</p> <p>REQUIRES ACTION: The volume of OCG disruptions is less than 70% of the baseline in 2021/22; and there has only been a low proportion of major/moderate disruptions.</p>		
Assessment		Direction of Travel	

Measure 2.6	Maintain our proactive use of legislation in order to freeze, restrain and protect proceeds of crime by City Of London Police.		
Aim/Rationale	The City of London Police is committed to the long-term disruption of offenders committing fraud and seeks to prevent these offences through the effective application of the Proceeds of Crime Act to seize, confiscate and restrain assets where possible.		
Sub Measures	<ul style="list-style-type: none"> • Number of restraints, cash seizures, confiscations and account freezing orders • Value of restraints, cash seizures, confiscations and account freezing orders 		
Criteria for Assessment	<p>SATISFACTORY: Volume and/or value of orders remains the same as the 2019/20 baseline.</p> <p>CLOSE MONITORING: Volume or value of orders are decreasing compared to the 2019/20 baseline.</p> <p>REQUIRES ACTION: Volume and value of orders are decreasing compared to the 2019/20 baseline.</p>		
Assessment		Direction of Travel	

Measure 2.7	Help victims who report to Action Fraud to recover fraud losses through information sharing with the banking sector and support from victim care.		
Aim/Rationale	To continue the Force's longstanding initiative to alert the banking sector to accounts identified as being used in fraud allowing those funds to be returned to victims, the disruption fraudsters and demonstrating good partnership working. Similarly, to empower those victims being supported by the victim care units to recover any identified lost funds through the provision of support, advice and practical guidance.		
Sub Measures	<ul style="list-style-type: none"> • Value of Funds Recovered (NECVCU) • Number of alerts sent – Project Recall • Value of alerts sent – Project Recall • Confirmed savings – Project Recall • Number of victims with confirmed recoveries – Recall and NECVCU 		
Criteria for Assessment	<p>SATISFACTORY: Number of victims who recovered funds and value of recoveries is similar or increased from the 2019/20 baseline</p> <p>CLOSE MONITORING: Number of victims who recovered funds or value of recoveries is showing a decrease from the 2019/20 baseline</p> <p>REQUIRES ACTION: Number of victims who recovered funds and value of recoveries are both decreasing compared to the 2019/20 baseline</p>		
Assessment		Direction of Travel	

Priority 3: Putting the victim at the heart of everything we do.

Measure 3.1	To maintain baseline levels of 2019/20 with regard to the percentage of survey respondents who are satisfied with the Action Fraud reporting service (telephone and online).		
Aim/Rationale	As part of the service to support victims and improve the quality of policing delivered, we routinely survey fraud victims to identify areas where the Force can improve on the support and services victims receive. This enables the Force to address process and behavioural issues that victims find frustrating and develop the services we deliver to meet victim needs putting them at the heart of the response to combatting fraud.		
Sub Measures	<ul style="list-style-type: none"> • Survey responses – online reporting. • Satisfaction levels – online reporting. • Survey responses – telephone reporting. • Satisfaction levels – telephone reporting. 		
Criteria for Assessment	<p>SATISFACTORY: Comparative or increase in satisfaction level achieved compared to the 2019/20 level.</p> <p>CLOSE MONITORING: Decrease in satisfaction level by up to 5% compared to the level recorded in 2019/20.</p> <p>REQUIRES ACTION: Decrease in satisfaction level by more than 5% compared to the level recorded in 2019/20.</p>		
Assessment		Direction of Travel	

Measure 3.2	Improve satisfaction among victims, with a particular focus on victims of domestic abuse.		
Aim/Rationale	The service we give to victims is critical to ensure victims have the confidence to report crimes; and know that they will be supported by the Force through a professional service offering. The Force continually surveys victims in order to ensure the Force delivers a high quality and professional service; that meets victims' expectations and puts victim needs at the heart of the policing service.		
Sub Measures	<ul style="list-style-type: none"> • Survey responses – volume crime. • Satisfaction levels – volume crime. • Survey responses – domestic abuse. • Satisfaction levels – domestic abuse. 		
Criteria for Assessment	<p>SATISFACTORY: Increase in the victim satisfaction rate from the level set within 2019/20.</p> <p>CLOSE MONITORING: Stable achievement or decrease in victim satisfaction rate by up to 10%; on level set within 2019/20.</p> <p>REQUIRES ACTION: Decrease in victim satisfaction rate by more than 10%; on level set within 2019/20.</p>		
Assessment		Direction of Travel	

Measure 3.3	Ensure multi-agency safeguarding meetings are held, providing a holistic approach to supporting children that come to police attention.		
Aim/Rationale	As part of a focus on the voice of the child in the criminal justice process the Force aims to ensure all children that come to notice and require further support are referred to a multiagency safeguarding meeting if they are not already engaged with support services.		
Sub Measures	<ul style="list-style-type: none"> At risk children identified and PPN's are completed in all relevant cases when children come to notice Multi Agency referrals are conducted within 24 hours (72 hours at the weekend) Police attend multi agency safeguarding meetings 		
Criteria for Assessment	SATISFACTORY: At least 90% of at-risk children are referred to a multiagency safeguarding meeting. CLOSE MONITORING: 75% or more of at-risk children are referred to a multiagency safeguarding meeting. REQUIRES ACTION: Less than 75% of at-risk children receive a referral to a multiagency safeguarding meeting.		
Assessment		Direction of Travel	

Measure 3.4	Provide support and advice to female victims of violence, with an aim to reduce the number who withdraw from criminal justice proceedings during the course of the investigation.		
Aim/Rationale	As part of a national and local focus on tackling violence against women and girls the Force aims to provide appropriate support and advice throughout the investigation process to try and reduce the number of victims who withdraw from the process before an outcome can be achieved. The Force does however acknowledge that this is an area where there is often a high rate of withdrawal, and it is not always within our control or the victims' best interest for them to continue.		
Sub Measures	<ul style="list-style-type: none"> Number of female victims of violence; compared to the 2019/20 baseline. Percentage of female victims withdrawing from the process during police investigation compared to 2019/20 baseline. Positive outcome rate for female victims of violence; compared to the 2019/20 baseline. Number referred to vulnerable victim advocate or similar 		
Criteria for Assessment	SATISFACTORY: The proportion of victims withdrawing from the criminal justice process remains the same or decreases. CLOSE MONITORING: The proportion of victims withdrawing from the criminal justice process increases; but good support and advice has been provided. REQUIRES ACTION: The proportion of victims withdrawing increases and there was a lack of appropriate support or advice provided.		
Assessment		Direction of Travel	

Measure 3.5	Quality assure Public Protection Notices (PPNs) to enable effective referrals to partners and timely provision of support to individuals identified as vulnerable.		
Aim/Rationale	The Force works collaboratively with partners to support at risk people that come to our attention using public protection notices to share information either with another force or social services. Instead of setting quantitative targets this year the force aims to improve the quality of information recorded and shared so they can be more useful to partners and enable quicker provision of appropriate support. This will be assured through regular dip samples and triggered assessments which are then reviewed, presented to the Crime Scrutiny Group and any learning published on the Force intranet and circulated to staff.		
Sub Measures	<ul style="list-style-type: none"> • Number of PPNs submitted. • Number of referrals to other forces/social services. • Results of dip sample and areas identified for improvement. 		
Criteria for Assessment	<p>SATISFACTORY: Quality of PPN forms is assessed as good and few areas are identified for improvement.</p> <p>CLOSE MONITORING: Quality of PPN forms is assessed as adequate but there is one or two key areas for improvement.</p> <p>REQUIRES ACTION: Quality of PPN forms is assessed as poor and there are many areas for improvement.</p>		
Assessment		Direction of Travel	

Organisational Priorities.

Priority 4: People.			
Measure 4.1	Learning and development over 90% completion rates for officer safety; and emergency life support training.		
Criteria for Assessment	SATISFACTORY: Training completion rates are 90% or higher. CLOSE MONITORING: Training completion rates are between 75% and 90%. REQUIRES ACTION: Training completion rates are 74% or lower.		
Assessment		Direction of Travel	
Measure 4.2	Learning and development - 100% completion rates for mandatory training including new values, standards & ethics training.		
Criteria for Assessment	SATISFACTORY: Training completion rates are 100%. CLOSE MONITORING: Training completion rates are between 90% and 100%. REQUIRES ACTION: Training completion rates are 89% or lower.		
Assessment		Direction of Travel	
Measure 4.3	Overall engagement score – staff survey – year on year increase over the next three years.		
Criteria for Assessment	SATISFACTORY: The overall engagement score has increased; compared to the previous year. CLOSE MONITORING: The overall engagement score is the same or within +/- 4%; of last year's overall engagement score. REQUIRES ACTION: The engagement score has decreased by more than - 5%; compared to last year.		
Assessment		Direction of Travel	
Measure 4.4	To recruit 40% of visible ethnic minority student officers in each new intake and the total number of new joiners to CoLP each year is at least 51% female to achieve an overall increase of 2.6% per year of female representation across the service.		
Criteria for Assessment	SATISFACTORY: The proportion of ethnic minority student officers is at least 40%; and at least 51% of all new joiners are female. CLOSE MONITORING: The proportion of ethnic minority student officers is at below 40%; or less than 51% of all new joiners are female. REQUIRES ACTION: The proportion of ethnic minority student officers is at below 40% and less than 51% of all new joiners are female.		
Assessment		Direction of Travel	

Priority 5: Resources.

Measure 5.1	Achieve a 100% ULEZ compliant fleet (excluding the horse box); by 2023.		
Criteria for Assessment	SATISFACTORY: The fleet is 100% ULEZ compliant. CLOSE MONITORING: The fleet is between 75%-100% ULEZ compliant. REQUIRES ACTION: The fleet is 74% ULEZ compliant or less.		
Assessment		Direction of Travel	

Measure 5.2	User experience: We will ensure that we engage with our employees, to understand user productivity and overall business process efficiency, in order to drive the successful utilization of IT/Estate/Fleet assets toward business outcomes. Staff survey question' I am well equipped to do my job'.		
Criteria for Assessment	SATISFACTORY: Increase in percentage of employees who feel they are well equipped to their job. CLOSE MONITORING: Percentage of employees who feel they are well equipped to their job has remained within +/-4 %. REQUIRES ACTION: Percentage of employees who feel they are well equipped to their job has decreased by more than 5%.		
Assessment		Direction of Travel	

Measure 4.3	Digital Investigation training delivered across the service for all investigators; over the next 12 months.		
Criteria for Assessment	SATISFACTORY: Digital investigation training is on track to be delivered to all investigators by the end of the year. CLOSE MONITORING: Digital investigation training is on track to be delivered to at least 75% of investigators by the end of the year. REQUIRES ACTION: Digital investigation training is not on track to be delivered to at least 75% of investigators by the end of the year.		
Assessment		Direction of Travel	

Priority 6: Efficient and Effective Service.

Measure 6.1	Value for money – COLP will make efficiencies of £6.1m in 2022/23.		
Criteria for Assessment	SATISFACTORY: Efficiencies of £6.1m are forecast to be realised. CLOSE MONITORING: Efficiencies are forecast to be within 5-10% of the £6.1m target. REQUIRES ACTION: Efficiencies are likely to be less than 90% of the target.		
Assessment		Direction of Travel	

Measure 6.2	Audit inspections – high risk – implement 90% of audit recommendations within the deadline, increase the percentage of internal audits rates as adequate and above.		
Criteria for Assessment	SATISFACTORY: 90% of recommendations are implemented and internal audit rates are increasing. CLOSE MONITORING: Less than 90% of recommendations are implemented; or internal audit rates are decreasing. REQUIRES ACTION: Less than 90% of recommendations are implemented and internal audit rates are decreasing.		
Assessment		Direction of Travel	

Measure 6.3	Increase in percentage of people who agree COLP provide an effective service.		
Criteria for Assessment	SATISFACTORY: Increase in percentage of people who agree CoLP provide an effective service CLOSE MONITORING: Percentage of people who agree CoLP provide an effective service remains within 5 percentage points of baseline REQUIRES ACTION: Percentage of people who agree CoLP provide an effective service has decreased by more than 5 percent		
Assessment		Direction of Travel	

Measure 6.4	Improve timeliness to deal with public complaints compared to 2019/20 baseline.		
Criteria for Assessment	SATISFACTORY: Timeliness of dealing with complaints has improved CLOSE MONITORING: Timeliness of dealing with complaints has remained the same REQUIRES ACTION: Timeliness of dealing with complaints has declined		
Assessment		Direction of Travel	

Measure 6.5	Crime Data Integrity - Completeness of Violent Crime recording; to sustain a rate above 90%.		
Criteria for Assessment	SATISFACTORY: Violent Crime recording completeness is above 90% CLOSE MONITORING: Violent Crime recording completeness is between 80-90% REQUIRES ACTION: Violent Crime recording completeness is below 80%		
Assessment		Direction of Travel	