

Policing Plan Measures

2014

Rationale and background
information for measures

INTRODUCTION and BACKGROUND

This document provides an overview of the proposed measures to support delivery of the Policing Plan 2014 - 17.

The first draft of measures was shared informally with Members at the first policing plan workshop on 30th October 2013. At that meeting Members provided feedback and views on potential measures, especially with respect to crime outcomes (formerly 'detections') which has been reflected in the suite of measures presented here. A revised set of measures was shared with Members at the second workshop meeting on the 6th December.

There are fewer targets for 2014-15 compared with last year in line with the Home Secretary's recommendation that forces reduce the number of targets in their plans. However, to ensure that a broad range of activities to support delivery of the priorities is monitored, many of the measures that have been removed from the policing plan have been transferred to Directorate business plans and will continue to be reported to Performance Management Group. This approach was endorsed by Police Committee Members at the Policing Plan workshop meetings held in October and December 2013. It was further agreed that where appropriate, measures would be carried forward to the revised plan. This allows for meaningful year on year comparisons to be made and is a more robust indicator of direction of travel over the medium term. Members also agreed that the wording of measures in the policing plan could in some instances be generic in nature as long as a clear rationale and explanation of what is actually being measured exists. This document provides that rationale and level of detail.

A summary of the proposed measures appears immediately below. Each measure is then presented in more detail, along with baseline information, measurement criteria and definitions. The measures follow the same order as they appear in the policing plan.

Summary of Measures

Counter Terrorism

CT Measure 1- To ensure that at least 90% of people surveyed consider the City of London Police is prepared and capable of policing the terrorist threat effectively

CT measure 2 - To deploy intelligence led, high visibility policing operations to counter the terrorism threat and reassure the public

Safer Roads

SF Measure 1 - To support the City of London Corporation's casualty reduction target through enforcement and education activities, particularly with regard to pedal cycles

SF Measure 2 - To increase the number of uninsured vehicles seized and unlicensed drivers apprehended compared to 2013-14

Public Order

PO Measure 1- To meet all national requirements for public order mobilisation in support of the Strategic Policing Requirement

PO Measure 2- To ensure at that least 90% of those surveyed are satisfied with the information provided to them about large scale, pre-planned events, and with how those events were ultimately policed

Crime Reduction

CR Measure 1- To reduce levels of victim-based violent crime compared to 2013-14

CR Measure 2- To reduce levels of victim-based acquisitive crime compared to 2013-14

CR Measure 3 – To measure victims' satisfaction with the outcome of their crime

Antisocial Behaviour

ASB Measure 1- To reduce the number of ASB incidents compared to 2013-14

ASB Measure 2- To ensure that at least 90% of those reporting antisocial behaviour are satisfied with the way the police handled their case.

Fraud

Fraud Measure 1 – To ensure that at least 90% of victims of fraud investigated by the City of London Police are satisfied with the service provided

Fraud Measure 2 – To ensure City fraud crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption.

National Lead Force

NLF Measure 1 – To increase by 20% the number of investigators trained by the Fraud Academy compared to 2013-14

NLF Measure 2 – To increase the number of high priority/priority OCGs using fraud disrupted through national partnership with national LEAs.

NLF Measure 3 – To increase the value of fraud prevented through interventions compared to 2013-14

NLF Measure 4 – To ensure that at least 90% of victims are satisfied with the Action Fraud reporting service

Satisfaction

Measure 1 – To ensure that at least 90% of victims of crime are satisfied with the service provided by the City of London Police

Measure 2 – To ensure that at least 90% of the street population surveyed think the police in the City of London are doing a good or excellent job

CT MEASURE 1	To ensure that at least 90% of people surveyed consider the City of London Police is prepared and capable of policing the terrorist threat effectively
TARGET OWNER	Crime Investigation Directorate
AIM/RATIONALE	Measure carried forward from 2013-14. This target was first adopted in 2013-14 to build on a former measure that focused purely on attendees at Griffin ¹ and Argus ² events. The Force always performed well against that target, so it was proposed to expand it to incorporate the views of a broader audience. This measure will highlight what work needs to be done to ensure that the community feels reassured that the Force is capable and prepared to deal with the threat from terrorism.
DEFINITIONS	Engagement: A Prevent engagement is any activity or interaction with the community where Prevent is either the primary theme or forms a significant part of a wider related theme.
BASELINE	At least 90% of people attending GRIFFIN/ARGUS events consider CoLP is prepared and capable of policing the terrorist threat effectively At least 90% of people surveyed (street surveys) scoring their confidence as 7 or above (0 = not at all confident, 10 = completely confident) that CoLP can police counter terrorism effectively If it only Argus and Griffin results were used to assess this measure, the level set would need to be much higher. However, incorporating the street surveys tempers the results remaining in the high nineties and means that 90% overall (assessed quarterly) remains a challenging enough target.
MEASUREMENT	By survey (following each GRIFFIN/ARGUS event) and quarterly street surveys
DATA SOURCE	CT Section to supply GRIFFIN/ARGUS survey results monthly; PIU to supply street survey results quarterly
TRAFFIC LIGHT CRITERIA	GREEN: Target being met or will be met (as an average) at the end of the year AMBER: 80% - 89% (state what additional work required) RED: <80% or target not met or unlikely to be met at year end

¹ **Project Griffin** is an internationally renowned partnership project that brings together the Police and private security guards to provide awareness and protective security to prevent and prepare for the consequences of terrorist incidents. It is widely accepted as good practice and has recently been adopted nationally by the National Counter Terrorism and Security Office (NaCTSO). It is a key tactic in the Force's objective of keeping the City safe from terrorism

² **Project Argus (Area Reinforcement Gained Using Scenarios)** is a NaCTSO initiative which aims to help businesses to prevent, prepare for, handle and recover from a terrorist attack

CT MEASURE 2	To deploy intelligence led, high visibility policing operations to counter the terrorism threat and reassure the public																																																	
TARGET OWNER	Uniform Policing Directorate																																																	
AIM/RATIONALE	This measure is carried forward from 2013-14. It ensures that sufficient deployments are delivered appropriate to the threat level and that the public feel reassured that the Force is able to protect the City against the terrorist threat																																																	
DEFINITIONS	Intelligence led, high visibility policing operation: deployments which are based on a number of factors, including specific and/or generic threat reporting, previously identified activity (including hostile reconnaissance (op Lightning) reports, potential target areas or premises (including CNI and iconic sites). The high visibility aspect relates to overt policing tactics that are designed to detect and/or deter criminal activity whilst also providing reassurance to the public.																																																	
BASELINE	<table border="1"> <thead> <tr> <th>Month</th> <th>April</th> <th>May</th> <th>June</th> <th>July</th> <th>Aug</th> <th>Sept</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Hours tasked</td> <td>1635</td> <td>1635</td> <td>1635</td> <td>1635</td> <td>1635</td> <td>1635</td> <td>1635</td> <td>1635</td> <td>1635</td> </tr> <tr> <td>Hours delivered</td> <td>6044</td> <td>3612</td> <td>6042</td> <td>1992</td> <td>2009</td> <td>1652</td> <td>1748</td> <td>1543</td> <td>2730</td> </tr> <tr> <td>Traffic Light for Month</td> <td>GREEN</td> <td>GREEN</td> <td>GREEN</td> <td>GREEN</td> <td>GREEN</td> <td>GREEN</td> <td>GREEN</td> <td>AMBER</td> <td>GREEN</td> </tr> </tbody> </table> <p>The above table illustrates performance against this target over the current performance year. Explanations for significant variances in hours delivered against those tasked are reported monthly.</p>										Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Hours tasked	1635	1635	1635	1635	1635	1635	1635	1635	1635	Hours delivered	6044	3612	6042	1992	2009	1652	1748	1543	2730	Traffic Light for Month	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	AMBER	GREEN
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MEASUREMENT	(1) To be assessed against the number of hours tasked to CT options and the number of hours delivered (2) CT Measure 1 will be used to assess the extent to which the public feel reassured (3) Narrative details of operations supplied by UPD																																																	
DATA SOURCE	UPD (Sharepoint)																																																	
TRAFFIC LIGHT CRITERIA	GREEN: Hours delivered met or exceed those tasked AMBER: Between 90% and 99% of hours tasked delivered RED: Fewer than 90% of hours tasked delivered																																																	

Safer Roads

SF MEASURE 1	To support the City of London Corporation's casualty reduction target through enforcement and education activities, particularly with regard to pedal cycles
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This measure is carried forward from 2013-14 , however, it has been slightly amended to incorporate a focus on pedal cyclists. City of London's KSI target is to reduce the number of persons killed or seriously injured in RTCs to a three year rolling average of 39.1 per year by 2013 (however, this has not been achieved; at January 2014 the rolling average was 51 KSIs). Longer term it is to reduce to a three year rolling average of 24.7 by 2020. The aim of this measure is to support the City in achieving that target through enforcement and education activities.
DEFINITIONS	An enforcement/education activity is defined as any activity aimed at road users (drivers, cyclists, pedestrians) which is intended to educate road users for better or more responsible road use or is intended to enforce the law. Examples include Operations Atrium and Giant.
BASELINE	Not applicable
MEASUREMENT	Assessed against delivery plan, reported to PMG monthly. Additionally, KSI figures from City of London Corporation will indicate whether this measure is succeeding, together with success in the following policing plan targets, SF2.
DATA SOURCE	UPD (for details of activities) and PIU (CRS database)
TRAFFIC LIGHT CRITERIA	GREEN: Planned operations delivered AMBER: Between 90% and 99% of operations delivered RED: Fewer than 90% operations delivered

SF MEASURE 2	To increase the number of uninsured vehicles seized and unlicensed drivers apprehended compared to 2012-13
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This measure is carried forward from 2013-14. By targeting uninsured and unlicensed vehicles and impounding them, the Force is reducing the potential risk of those vehicles being involved in incidents. It could also act as a deterrent to uninsured drivers travelling to or through the City of London. Those road users that are prepared to flout these laws are likely to engage in other criminality, and by targeting them the Force has an opportunity to make an impact on crime in general.
DEFINITIONS	NA
BASELINES	Baselines will be set at the end of March 2014 based on end of the current year's performance. As at the end of December 2013, Force performance against this target was AMBER , indicating that a target to simply increase numbers remains suitably challenging.
MEASUREMENT	Monthly based on number of vehicles seized and drivers apprehended
DATA SOURCE	UPD (information not available centrally)
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

PUBLIC ORDER

PO MEASURE 1	To meet all national requirements for public order mobilisation in support of the Strategic Policing Requirement
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This measure is carried forward from 2013-14. To protect the City effectively the Force requires that a number of suitably trained and equipped officers can be deployed to deal with public order incidents, at a variety of levels: this can range from local specialist support around 'night time economy' venues to large-scale pan-London events.
DEFINITIONS	National Requirement: Two Level 2 PSUs (1 Insp, 3 sergeants and 21 PCs), the first to be deployed within 4 hours, the second, within 24 hours. There is no national definition relating to duration of deployments, the Force stipulates 24 hours for both PSUs. Locally, the Force has decided to maintain 3 PSUs to support its national requirement.
BASELINE	3 PSUs (= 3 inspectors, 9 sergeants and 63 PCs) The Force has managed to maintain these levels throughout 2013 to date.
MEASUREMENT	HR to report monthly on the number of officers trained to Public Order levels 1/2. Call out testing to be completed twice during the year.
DATA SOURCE	HR (number of officers trained – not available from central systems) UPD (details of mobilisation – not available from central systems)
TRAFFIC LIGHT CRITERIA	GREEN: Appropriate numbers of trained officers AMBER: Target will not be met without additional training RED: Target will not be met

PO MEASURE 2	To ensure at that least 90% of those surveyed are satisfied with the information provided to them about large scale, pre-planned events, and with how those events were ultimately policed
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This measure is carried forward from 2013-14 , although the level has been increased from 85% to 90 and satisfaction with how an event was actually policed has been added. The purpose of the measure is to promote community satisfaction and effective engagement and highlight where improvements might need to be made. The two events used to assess the current measure were Baroness Thatcher’s funeral and the G8 conference, recording respectively satisfaction levels of 93% and 87%. 90% is, therefore, a suitably challenging target, especially when it is considered that the additional factor of satisfaction post the event has been added and for which there is no current baseline.
DEFINITIONS	Event: For the purposes of this measure, an “event” is defined as one where multiple Police Support Units (PSU) or serials are deployed and a “Bronze Community” is in place with a tactical plan to coordinate engagement with residents and businesses
BASELINE	90% of residents/businesses satisfied with information received Current performance
MEASUREMENT	Results from VOCAL and iModus surveys
DATA SOURCE	UPD (information not available from central systems)
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

CRIME REDUCTION

CR MEASURE 1	To reduce levels of victim-based violent crime compared to 2013-14
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This measure is carried forward from 2013-14. It supports local and national priorities to reduce crime; an analysis of crime in the City shows that the two crime categories which represent the greatest harm to the City community and the greatest volume of crimes are victim-based violent crime and victim-based acquisitive crime respectively. By targeting these two areas the Force is impacting on the two main categories of volume crime committed in the City. Over the course of 2013, achieving this target has been extremely difficult; it is very unlikely that the Force will meet the target by the end of the current performance year. A reduction on 2013-14 levels is, therefore, considered suitably challenging.
DEFINITIONS	Categories of crime constituting victim based violent crime: violence with injury; violence without injury, sexual offences and robbery.
BASELINE	The baseline will be the end of year level recorded at 31st March 2014.
MEASUREMENT	Monthly based on recorded crime statistics
DATA SOURCE	Performance Information Unit (Strategic Development)
TRAFFIC LIGHT CRITERIA	GREEN: Target being or will be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

CR MEASURE 2	To reduce levels of victim-based acquisitive crime compared to 2013 -14
TARGET OWNER	Crime Investigation Directorate
AIM/RATIONALE	This measure is carried forward from 2013-14. As the previous target, it supports local and national priorities to reduce crime; an analysis of crime in the City shows that the two crime categories which represent the greatest harm to the City community and the greatest volume of crimes are victim-based violent crime and victim-based acquisitive crime respectively. By targeting these two areas the Force is impacting on the two main categories of volume crime committed in the City. Whilst the Force might achieve this target by the end of March, current indications are that a 1.7% rise might be recorded. As with violent crime, therefore, a reduction on 2013-14 levels is considered a suitably challenging target.
DEFINITIONS	Categories of crime constituting victim based acquisitive crime: robbery, vehicle crime and theft
BASELINE	The baseline will be the end of year level recorded at 31st March 2014.
MEASUREMENT	Monthly based on recorded crime statistics
DATA SOURCE	Performance Information Unit (Strategic Development)
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

CR MEASURE 3	To measure victim satisfaction with the recorded outcome of their crime.
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This is a new measure. From April 2014 the Government will stop using the traditional detection measures and in their place have substituted a range of crime outcomes that will apply to every crime. Outcomes are intended to be ones which resolve reports of crime to victims' satisfaction. There will be a fundamental shift from setting detection style targets that favour one outcome over another. Instead, crime outcomes will provide a range of disposals based on appropriateness and crimes being concluded to victims' satisfaction. This measure will allow the Force to assess the level of victim satisfaction over the course of the year by survey. Once that information has been gathered, it will be used as a baseline to improve levels of satisfaction the following year, if appropriate.
DEFINITIONS	NA
BASELINE	To be assessed over the course of 2014-15
MEASUREMENT	Quarterly by survey
DATA SOURCE	Performance Information Unit (Strategic Development) TBC
TRAFFIC LIGHT CRITERIA	NA for 2014-15

ANTISOCIAL BEHAVIOUR

ASB MEASURE 1	To reduce the number of ASB incidents compared to 2013-14
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This is a new measure. ASB has been retained as a Force priority due to its continued prominence in concerns raised by the community and the impact it has on the quality of people's lives. This is a direct outcome measure that will assess the Force's success in addressing and preventing antisocial behaviour.
DEFINITIONS	NA
BASELINE	Baseline to be inserted at 31st March 2014. – At the time this document was developed, o`ver the course of 2013-14 there was a 30% reduction in the level of ASB compared to 2012-13. Having made such an impact in the current year will make any further reduction particularly challenging.
MEASUREMENT	Monthly based on number of reported ASB incidents.
DATA SOURCE	Performance Information Unit (Strategic Development) from quarterly surveys
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

ASB MEASURE 2	To ensure that at least 90% of those reporting antisocial behaviour are satisfied with the service provided by the police
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This measure is carried forward from 2013-14. Satisfaction with the Force of how it handles the cases of victims of crime and antisocial behaviour is an important indication of the quality and professionalism of the service provided. Comments made as part of the surveys provides the Force with invaluable information about how service delivery can be improved. 90% remains a challenging target; performance for the current year has averaged 91.8%.
DEFINITIONS	NA
BASELINE	90% of those reporting antisocial behaviour are satisfied with the service provided by the police.
MEASUREMENT	By quarterly survey
DATA SOURCE	Performance Information Unit (Strategic Development) from quarterly surveys
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

FRAUD

FRAUD MEASURE 1	To ensure that at least 90% of victims of fraud investigated by the City of London Police are satisfied with the service provided
TARGET OWNER	Economic Crime Directorate
AIM/RATIONALE	This is a new measure that focuses on frauds investigated by the City of London Police (Fraud Squad). Generally speaking the investigation of fraud offences takes longer than mainstream crime offences. Consequently surveying victims between 6 and 12 weeks of reporting the offences is unlikely to be representative of their entire experience. Surveying all victims recorded against an investigation at the point of outcome should have enabled sufficient time for them to form an opinion of our performance in all the survey area's and by requesting survey feedback at the point when the investigation is effectively complete is an appropriate time to request feedback and the point where we are most likely to get it. Furthermore by surveying at the point of outcome there should be a sufficient gap between re-surveying any victims who have been previously surveyed on their Action Fraud experience.
DEFINITIONS	<p>"Investigation": - This is all Unifi crime records classified as "Fraud Investigations – Substantive offences recorded in Action Fraud" allocated to ECD Fraud teams 1, 2, 3 and 4 and the Money Laundering Investigations Team.</p> <p>"Point of outcome":- When the offenders recorded on the Unifi Crime investigation are classified as Charged, Cautioned, Community Resolution or TIC or the Investigation is closed using one of the other HO outcome classifications by the Team manager</p>
BASELINE	90% of fraud victims satisfied with the service provided <i>(The proposed measurement methodology is not the same as last year's VoC survey therefore a direct comparison is not possible however last year's data can be supplied as a general indicator of performance)</i>
MEASUREMENT	Each victim recorded against the Unifi crime record detailing the investigation will receive a communication from the OIC updating them on the outcome of the investigation through the medium agreed with the victim during the investigation. The communication could include a link to an electronic survey on Survey Monkey, enclose a hard copy survey form or provide details of a telephone number to a survey company (to be appointed) who will conduct a telephone survey using the same questions. Following the cut off date, the survey company will collate, analyse and report the findings of the survey, which will then be reported to the following PMG. The survey will be bespoke to ECD focussing on the areas of contact (initial and on-going), action taken, follow up, treatment and overall experience. PMG reports will be based on the overall experience, the number of victims recorded against the investigations reaching the Point of outcome available for survey; the number of victims completing the survey; and the number answering the overall satisfaction question and overall positive responses.
DATA SOURCE	ECD Business Information Unit
TRAFFIC LIGHT CRITERIA	GREEN: Target being met AMBER: Target will not be met without additional work RED: Target will not be met

FRAUD MEASURE 2	To ensure City fraud crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption
TARGET OWNER	Economic Crime Directorate
AIM/RATIONALE	This is a new measure. Ensuring that wherever possible the Force takes positive action with every fraud crime disseminated to ECD will enhance overall victim satisfaction in the service victims have received, and demonstrates the diversity of service CoLP provides to the victims of city fraud crimes. This will enhance the City's standing as a safe, more desirable place to live and work attracting investment in infrastructure benefiting all communities. The volume of positive action will highlight the high quality policing response and commitment to investigating city based fraud crime.
DEFINITIONS	<p>"Positive action" is defined as a confirmed disruption of a technological or financial fraud enabler or the confirmation from NFIB that the Action Fraud crime has contributed towards the compilation of an Alert that has been disseminated in the period.</p> <p>"Point of outcome" is defined as when the offender is brought to justice or when the investigation is closed and the material Action fraud crimes are categorised in accordance with the HO crime outcomes.</p> <p>"Disruption" is defined by the confirmed disabling of a technological fraud enabler or confirmation that action has been taken against a financial enabler.</p> <p>"Fraud Alert" is defined as the dissemination of information intended to protect and prepare Stakeholders and/or members of the public.</p>
BASELINE	This level of service was not applied to CoLP Action Fraud crime in 2013-14 so setting a baseline is not possible. The data gathered should be reviewed at 6 months to gauge whether a hard target should be set to be achieved by year end.
MEASUREMENT	The City of London Police receives Action Fraud crimes from NFIB based upon the HOCR location rules where there is a viable line of enquiry. It is not always possible for CoLP to bring an offender to justice therefore this measure is designed to ensure that every effort is made to ensure that some other "positive action" in terms of prevention or disruption is achieved. The measure will be based upon the number of Action Fraud Crimes where it has not been possible to bring an offender to justice that have some other positive action as defined below. The measure will be shown as a percentage of the total number of Action Fraud crime reaching the point of outcome in the period that have benefited from "other positive action" against the total number of Action Fraud crimes where an offender has not been brought to justice.
DATA SOURCE	ECD Business Information Unit

NATIONAL LEAD FORCE

NLF MEASURE 1	1.2.1e. To increase by 20% the number of fraud investigators trained by the Fraud Academy compared to 2013-14.
TARGET OWNER	Economic Crime Directorate
AIM/RATIONALE	This measure is carried forward but has been amended to a 20% increase instead of a straightforward increase. To improve the quality of investigations. High quality investigations improve detection rates and victim satisfaction. Training investigators to a national standard (Fraud Investigators Handbook) is a key means of achieving this; it also follows the model for other specialist areas such as homicide. The level has been set at 20% to mirror the target set in the National Lead Force's Business Plan.
DEFINITIONS	NA
BASELINE	20% more than the number trained at 31 st March 2014 (to be inserted)
MEASUREMENT	The target will be assessed against the number of people trained as fraud investigators, inclusive of private organisations, LEA's and police (Including NLF staff). This will be compared against the number of course attendees same month in the previous year and then cumulatively against the target. This will take account of fluctuations in course delivery throughout the year
DATA SOURCE	ECD (Fraud Academy – information not available from central systems)
TRAFFIC LIGHT CRITERIA	GREEN: Target will be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

NLF MEASURE 2	To increase the number of high priority/priority OCGs using fraud disrupted through national partnership with national Law Enforcement Agencies
TARGET OWNER	Economic Crime Directorate
AIM/RATIONALE	This is a new measure. Tackling organised criminality is key to fighting serious crime and supports the strategic policing requirement. The aim of this target is to focus attention on the most impactful Organised Crime Groups causing harm, working in partnership with national LEAs (which includes the National Crime Agency), providing both an intelligence and enforcement capability to tackle the most serious OCGs using fraud nationally
DEFINITIONS	<p>Identification = The number of OCGs mapped on the national tracker and accepted as a priority/high priority OCG by OCCC through the MSOC process</p> <p>Managed = owned by, each OCG must have one named owner.</p> <p>Disrupted = Based upon the owner's OCGs disruption process which results in a decrease of the capability to commit serious, organised or complex crime</p> <p>The OCGs causing the greatest harm are those assessed as 1A and other high scoring bandings (2s/Bs)- with harm then reducing on a downward scale through the bandings – when an OCG is mapped, the OCG tracker database automatically generates a harm banding based upon the assessed 'criminal activities' and 'intent and capabilities'.</p>
BASELINE	It is proposed to baseline this for the first six months of the year and thereafter increase the level based on that baseline.
MEASUREMENT	The number of OCGs: (i) identified; (ii) accepted by LEAs; (iii) managed by LEAs; and (iv) disrupted
DATA SOURCE	ECD Business Information Unit
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work RED: Target will not be met

NLF MEASURE 3	To increase the value of fraud prevented through interventions compared to 2013-14
TARGET OWNER	Economic Crime Directorate
AIM/RATIONALE	This is a new measure. It will clearly demonstrate the outcome in financial terms the results across a broad range of operational activity aimed at tackling fraud.
DEFINITIONS	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).
BASELINE	Value of fraud prevented at 31 st March 2014 to be inserted.
MEASUREMENT	The increase will be an increase in value calculated from agreed definitions produced by the NFIB for what a website, phone number and bank account disruption equates to, multiplied by the number of requests.
DATA SOURCE	ECD Business Information Unit
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

NLF MEASURE 4	To ensure that at least 90% of victims are satisfied with the Action Fraud reporting service
TARGET OWNER	Economic Crime Directorate
AIM/RATIONALE	This is a new measure. 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 takes full responsibility for Action Fraud from 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.
DEFINITIONS	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.
BASELINE	90% of victims are satisfied with the Action Fraud Reporting Service
MEASUREMENT	Quarterly by survey. This measure will follow previous Action fraud reporting guidelines, details of which are contained within the end to end report. A survey is conducted at the conclusion of reporting the crime and will be completed on line or on the phone.
DATA SOURCE	ECD Business Information Unit
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

SATISFACTION

MEASURE 1	To ensure at least 90% of victims of crime are satisfied with the service provided by the police
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This measure is carried forward from 2013-14. This will be particularly challenging given that for each quarter of 2013-14 to date the Force has not achieved the current target of 85%. The survey indicates levels of satisfaction of those who have been a victim of crime and is an essential outcome indicator of the level of professionalism the Force portrays and provides.
DEFINITIONS	NA
BASELINE	90% of victims of crime are satisfied with the service provided by the police
MEASUREMENT	Quarterly by survey
DATA SOURCE	Performance Information Unit (Strategic Development)
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met

MEASURE 2	To ensure that at least 90% of the street population surveyed believe the police in the City of London are doing a good or excellent job
TARGET OWNER	UPD
AIM/RATIONALE	This measure is carried forward from 2013-14, however, the satisfaction level has been raised from 85% to 90%. Unlike the previous measure, which assesses the satisfaction of victims of crime, this measure assesses the street populations' perception of the Force, which comments on professionalism, confidence and a host of other factors.
DEFINITIONS	NA
BASELINE	To ensure that at least 90% of the street population surveyed believe the police in the City of London are doing a good or excellent job. Current annual average performance for this target is 91.7%.
MEASUREMENT	Quarterly by survey
DATA SOURCE	PIU
TRAFFIC LIGHT CRITERIA	GREEN: Target being or likely to be met AMBER: Target will not be met without additional work/bookings RED: Target will not be met