

Committee(s): Police Performance and Resource Management Sub-Committee	Date(s): 28 th May 2014	
Subject: End of Year Performance against Targets in the Policing Plan 2013-16	Public	
Report of: Commissioner of Police Pol 43/14	For Information	
<p><u>Summary</u></p> <p>1. This report summarises performance against the Policing Plan 2013-16 for the 2013-14 financial year.</p> <p>2. At the end of March 2014, of the 28 policing plan targets, 24 had been achieved and 4 had not been achieved.</p>		
1.1.1a Increase the number of engagements with the community aimed at deterring people supporting terrorism or violent extremism	ACHIEVED	
1.1.1b All relevant plans within CoL scrutinised by the CT Architectural liaison team	ACHIEVED	
1.1.1c Deploy intelligence led, high visibility policing operations to counter the terrorism threat and reassure the public	ACHIEVED	
1.1.1.d Ensure that at least 90% of people surveyed consider the City of London Police is prepared and capable of policing the terrorist threat effectively	ACHIEVED	
1.2.1a Increase the number of government and industry sectors providing economic crime data to the National Fraud Intelligence Bureau	ACHIEVED	
1.2.1b Increase quantity and quality of fraud prevention products disseminated by the N FIB (Quality/Quantity)	Achieved	Achieved
1.2.1c Disrupt the top 10 organised crime groups causing the greatest harm	ACHIEVED	
1.2.1.d Ensure at least 90% of fraud victims are satisfied with service provided	NOT ACHIEVED	
1.2.1e Increase by 10% the no. of officers, public sector and private sector fraud investigators trained by the Fraud Academy	ACHIEVED	
1.2.1f Conduct reviews of investigations to inform Fraud Academy training courses and best practice toolkits	ACHIEVED	
1.3.1a Meet all national requirements for public order mobilisation to support the SPR	ACHIEVED	
1.3.1b Deliver ongoing organisational improvements and development relating to public order deployments (complaints)	ACHIEVED	
1.3.1b (2) As above (Debriefs)	ACHIEVED	
1.3.1c Ensure that at least 85% of residents and businesses are satisfied with the information received in relation to pre-planned events	ACHIEVED	
1.4.1a Reduce levels of victim-based violent crime compared to 2012-13	NOT ACHIEVED	
1.4.1b Reduce levels of victim-based acquisitive crime compared to 2012-13	ACHIEVED	
1.5.1a Support the City of London Corporation's casualty reduction target through enforcement and education activities	ACHIEVED	

1.5.1b Increase the number of uninsured vehicles seized and unlicensed drivers apprehended compared to 2012-13	ACHIEVED
1.5.1c Increase the number of referrals to the Safer Cycle Scheme compared to 2012-13	ACHIEVED
1.5.1c(2) Increase the number of referrals to the Driver Alert Scheme compared to 2012-13	ACHIEVED
1.6.1a Ensure that at least 90% of those reporting antisocial behaviour are satisfied with the service provided by the police	ACHIEVED
1.6.1b Reduce the average annual number of rough sleepers in the City	NOT ACHIEVED
1.6.1c Actively promote, with partners, effective stewardship and crime prevention activities within licensed premises	ACHIEVED
1.6.1d Run intelligence led operations to target threats associated with the night time economy	ACHIEVED
1.7.1a Ensure at least 85% of City street population surveyed consider the police in the City of London are doing a good or excellent job	ACHIEVED
1.7.1b Ensure at least 90% of victims of crime are satisfied with the service provided by the police	NOT ACHIEVED
1.7.1c Respond to at least 95% of 999 calls within the national target of 12 minutes	ACHIEVED
<p>Recommendation</p> <p>It is recommended that your Sub Committee receives this report and notes its contents.</p>	

Main Report

Background

1. This report presents Force performance against the targets and measures published in your Committee's Policing Plan 2013-16 for the 2013-14 financial year. All relevant performance information is contained within Appendix 'A' with only those areas where targets were not achieved appearing in the body of this report itself.
2. As previous reports, this performance report includes a brief overview of Force performance that is not covered by specific targets.
3. Unlike previous quarterly reports to your Sub Committee, the end of year report does not use the usual traffic light grading system but simply states whether the target has been achieved or not achieved by year end.

Current Position

Overview of Force Performance

4. A comparison with the 2012-13 financial year shows that between 1st April 2013 and 31st March 2014:
 - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) rose by 0.4% (20 more offences than the previous year). The largest increases were recorded in the categories of violence against the person with injury (65 more offences), theft from the person (64 more offences), shoplifting (61 more offences) and bicycle theft (41 more offences). However, increases were offset by reductions in other areas, for example there were 69 fewer non-residential burglaries and 'theft other' fell by 210 offences compared to the previous financial year.
 - Whilst detection rates are no longer being reported to or by the Home Office, for your Sub Committee's information, the detection rate for total victim-based crime gradually improved over the course of the year from 16.8% at the end of the first quarter to 20.2% at the end of March 2014, a 0.5% increase on the level recorded at the end of 2012-13.
 - Crimes against statute, which includes drugs offences, possession of weapons, public order offences and 'miscellaneous crimes against society'¹, fell compared to 2012-13, by 13.8% or 133 fewer crimes. There were 39 fewer public order offences (affray and s.5 Public Order Act offences) compared to the previous year and 58 fewer drugs offences. Additionally, certain fraud cases are no longer recorded as crimes against statute (a change approved by the Home Office), accounting for nearly a third of the offences.
 - At the end of March 2014, total notifiable crime was down by 2.0% or 113 fewer offences (5441 crimes compared to 5554 the previous year). The overall detection rate was 29.2%, 0.9

¹ These crimes include prostitution, going equipped for stealing, perjury, perverting the course of justice, and possession of false documents, amongst others.

of a percentage point lower than the 30.1% recorded the previous year.

5. In addition to those items reported in the previous three quarterly reports, notable Force achievements and activities during the final three months of the financial year include:
 - During January, ECD hosted a seminar attended by delegates from the National Crime Agency (NCA), MPS, British Transport Police, Crown Prosecution Service and HMRC aimed at improving the collective understanding of the threat posed by cyber crime.
 - On 7th February, the Force became the first police force to start using a radical new approach to deter and detect would be perpetrators of hostile reconnaissance (Operation Servator). The framework was developed over three years by the Centre for the protection of national infrastructure (CPNI) and behavioural psychologists.
 - Also during February the Force successfully applied for £3.2m to be forfeited under the Proceeds of Crime Act following a complex international money laundering investigation. The Force was awarded half of the forfeited funds.
 - Following a comprehensive investigation into a prolific drug dealer (who made over 1000 journeys into the City to supply cocaine), the accused pleaded guilty at a preliminary hearing at the Central Criminal Court and received a 3.5 year custodial sentence.
 - At the end of February, a groundbreaking partnership between the Force and the Policia Nacional of Spain resulted in 110 arrests being made. The arrests were split between England, Spain, the US and Serbia and targeted individuals believed to be running boiler room frauds.(Operation RICO).
 - During the last quarter of the year the Force received confirmation that the Insurance Industry agreed to fund an expansion of the Insurance Fraud Enforcement Department (IFED) (£11.7m over 3 years). During its period of operation, IFED has investigated millions of pounds worth of insurance fraud, made 430 arrests and brought to justice 223 fraudsters.

Target Performance

6. **1.1.1c – To deploy intelligence led, high visibility policing operations to counter the terrorist threat and reassure the public.** Members are requested to note that although this target has been graded by the Force as “achieved”, it has done so on 10 months’ worth of data and not 12. The technology used to monitor the exact number of hours deployed failed terminally during February and March with the result that no data could be extracted for those two months. However, performance against this target has been consistent over the course of the year and it was the view of the Performance Management Group (PMG) that there is no reason to assume that the data for February or March would have been out of kilter with the rest of the year.
7. **1.2.1d – Ensure that at least 90% of fraud victims are satisfied with the service provided.** At the end of the third quarter the Force recorded this target as “Green” indicating that it was likely to be achieved by year end. That assessment was made on a cumulative percentage average of 89% over the three quarters. During the final quarter of the year, the survey returned a satisfaction rate of 80%, which reduced the yearly average to 87%, failing to achieve the 90% target.
8. At the end of the third quarter, because response levels were so low, Performance Management Group directed ECD to identify two multi-victim frauds and send a survey letter to each victim. That resulted in around 400 postal surveys being sent out. That survey closed in February and produced 129 responses. Of the 129 who replied, 91 were satisfied with the whole experience (70.5%). Assimilating the results of that survey with the planned victim survey reduces the cumulative average to 82.7%.
9. This target is being carried forward for 2014-15 albeit in an amended form to concentrate on only those victims whose cases have been investigated by the City of London Police. Given the historical issues with low response rates, ECD have now put in place a process with an external survey company who will routinely conduct surveys (telephone and postal) with every victim at the case’s outcome. The Force (and survey company) believes this will dramatically improve response rates.

10. **1.4.1a - Reduce levels of victim-based violent crime compared to 2012-13.** Performance against this target was assessed as RED at the end of the third quarter, indicating that the target would not be achieved by year end. By the end of March 2014 the Force recorded a 19.0%² increase compared to the previous year, which equates to 106 more offences.
11. Members will be aware from previous reports of the concerted efforts made by the Force throughout the year in an attempt to achieve this target. Those efforts have included deployment of a broad range of operational tactics, use of covert resources inside licensed premises, saturation patrol tactics, use of enhanced intelligence products and implementation of a specific problem solving model.
12. Following a comprehensive review of victim based violent crime in the City, a separate report on this subject has been submitted to your Sub Committee. That report confirms points made to your Sub Committee previously, namely: that the 19% increase equates to a real term rise of fewer than 2.1 crimes per week; compared to the national average of 11 crimes per 1000 people, levels in the City of London are very low at fewer than 2 crimes per 1000 people; offending patterns are sporadic and do not follow any discernible patterns (outside of Fridays and Saturdays between 2200 and 0300 hours). Whilst it is unfortunate that the Force did not achieve this target, Members can be assured that every possible effort was made (and will continue to be made) to reduce victim based violent crime.
13. **1.6.1b – To reduce the average number of rough sleepers in the City of London.** At the end of the third quarter the Force believed this target would be achieved by year end. At that point the cumulative average for the year was running at 21 rough sleepers against a target of fewer than 22, although there had been a slight increase in the numbers counted during November (26 compared to 21, 21 and 16 on the previous counts).

² The Review of Violent Crime report that is also being submitted to your Sub Committee states that the increase in violent crime over the course of the financial year compared with the previous year was 19.4%. The reason for the slight discrepancy is because the review used daily crime statistics from a live database. This end of year report uses the figures that were submitted to the Home Office which reflect corrections and reclassifications and are therefore usually very slightly different from the daily statistics. In this case the difference is as follows:

Daily figures: 2012/13: 556, 2013/14: 664 = 19.4% increase

Finalised figures submitted to HO: 2012/13: 559, 2013/14: 665 = 19% increase

14. Over the course of the final quarter there was a surge in the number of economic migrant rough sleepers in the City together with some issues with displaced rough sleepers from the Hackney borders. The result was that during the February count, the number of rough sleepers recorded was 34, effectively rendering the target unachievable by year end.
15. This target has not been carried forward in the current policing plan; however, a target has been retained in the relevant Directorate's business plan to support the City of London Corporation's efforts to reduce the number of rough sleepers within the City. The Force will continue to play an important role in the tackling rough sleeper initiative that is due to be refreshed imminently.
16. **To ensure at least 90% of victims of crime are satisfied with the service provided by the police.** As with violent crime, Members were advised at the end of the third quarter that this target would not be achieved by year end. Over the past year the highest level achieved has been 85.8%, which was at the end of the second quarter. The Force has scored highly consistently in the categories of 'ease of contact' (95.5% satisfaction) and 'treatment' (94.4% satisfaction); however, 'action taken' and 'follow up' have both been around 82%, which has impacted on the 'whole experience' rating that this target is measured against.
17. This target is being carried forward in the current policing plan. PMG will continue to monitor closely those areas where improvement is needed to raise the 'whole experience' percentage.

Conclusion

18. To have achieved 24 of the 28 policing plan targets remains a significant achievement for the Force. However, it is disappointing that not all the policing plan targets have been achieved and the Force is cognisant of the need to specifically pay close attention to the rise in violent crime in the coming year. Combined with the reduction in the overall levels of crime in the City and when viewed with other Force achievements that have been reported to your Sub Committee over the course of the year, it is fair to say that the Force has again delivered strong performance during 2013-14.

Background Papers:

- **Appendix “A” Performance Summary**

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APPENDIX A – PERFORMANCE SUMMARY FOR THE 2013-14 FINANCIAL YEAR

PERFORMANCE INDICATOR: 1.1.1. Protect the City of London from terrorism and extremism												
TARGET	1.1.1a. To increase the number of engagements with the community aimed at deterring people supporting terrorism or violent extremism											
TARGET OWNER	Crime Investigation Directorate											
AIM/RATIONALE	The target relates to Prevent, its aim is to show an increase in community confidence and relations. Additionally it will make the community aware of the method of reporting any Prevent suspicions or concerns, knowing that they will be dealt with appropriately, sensitively and in a timely fashion. The ultimate goal is the early notification of vulnerable persons who are at risk of radicalisation so that preventative action can be taken.											
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	49 or more Prevent events over the course of the year											
MEASUREMENT	Assessed against the events delivered and against the annual plan to achieve the target											
DATA SOURCE	Special Branch (information not available from central systems)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number	6	6	4	5	3	2	4	2	3	5	1	8
Cumulative total	6	12	16	21	24	26	30	32	35	40	41	49

PERFORMANCE INDICATOR: 1.1.1. Protect the City of London from terrorism and extremism												
TARGET	1.1.1b. To ensure all relevant plans for business development within the City of London are subject to consultation and scrutiny by the Counter Terrorism Architectural Liaison team											
TARGET OWNER	Crime Investigation Directorate											
AIM/RATIONALE	It supports a key area of prevention work in counter terrorism. The ALOs and CTAs work in helping to 'design out crime and terrorism' through identifying vulnerabilities is an intrinsic element in future proofing the City against attack.											
DEFINITIONS	Relevant plans - those that are for office and commercial developments; housing developments; major retail and leisure developments; public open spaces; other significant developments as from time to time agreed between the planning office and the ALO team.											
BASELINE	100%											
MEASUREMENT	As below											
DATA SOURCE	Counter Terrorism Section, the ALO to provide data to Strategic Development (information not available on central systems)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
YTD Total consultation	3	8	10	13	13	17	21	22	24	26	30	35
Traffic Light	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
# Plans submitted within month	3	5	2	3	0	4	4	1	2	4	4	5
# Reviewed Plans (no advice required)	0	0	0	0	0	0	0	0	0	0	0	0
# Reviewed Plans (written advice provided)	0*	0*	0*	0*	0*	0*	0*	0*	0*	0*	0*	0*
# Reviewed Plans (verbal advice provided)	3	5	2	3	0	4	0	0	2	4	4	5
*Advice is provided verbally at meetings with architects and developers. Meeting notes are provided by them. Written confirmation of advice is provided by us on request only. Correspondence and appointments data are retained for verification if required.												

PERFORMANCE INDICATOR: 1.1.1. Protect the City of London from terrorism and extremism												
TARGET	1.1.1c. To deploy intelligence led, high visibility policing operations to counter the terrorism threat and reassure the public											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	To ensure 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	NA											
MEASUREMENT	(1) To be assessed against the number of hours tasked to CT options and the number of hours delivered (2) Target 1.1.1.d 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)											
TARGET STATUS	ACHIEVED#											
END OF YEAR POSITION												
Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Hours tasked	1635	1635	1635	1635	1635	1635	1635	1635	1635	1635	-	-
Hours delivered	6044*	3612*	6042*	1992	2009	1652	1748	1543	2730	3402	-	-
Traffic Light for Month	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	-	-
*figures for the first quarter included default patrols – these have been excluded from July onwards.												
#Note: This target has been assessed as achieved on 10 months of available data. IT systems relied upon to report against this target failed for the months of February and March and the data could not be retrieved manually. Hours actually delivered over the course of the year are significantly in excess of the hours tasked.												

PERFORMANCE INDICATOR: 1.1.1. Protect the City of London from terrorism and extremism												
TARGET	1.1.1d. 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	For 2012-13 the Force adopted a similar target, which focused on attendees at Griffin and Argus events. The Force performed well against that target, and it is proposed to continue with a qualitative measure that focuses on 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	NA											
BASELINE	(1) At least 90% of people attending GRIFFIN/ARGUS events consider CoLP is prepared and capable of policing the terrorist threat effectively (2) 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											
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											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
*Argus + Griffin + Street Survey												
Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Griffin results	100%	99%	98%	95%	99%	100%	98%	96%	100%	99%	92%	98%
Argus results	100%	97%	100%	96%	97%	98%	98%	97%	100%	100%	100%	100%
Monthly average	100%	99%	99%	95%	98%	99%	98%	97%	100%	99%	96%	99%
Street Survey results (Quarterly)			90.7%			84.5%			89.1%			88.5%
Quarterly average*			96.2%			94.1%			96.3%			95.5%

PERFORMANCE INDICATOR: 1.2.1. Protect the City of London and UK from Fraud												
TARGET	1.2.1a. To increase the number of government and industry sectors providing economic crime data to the National Fraud Intelligence Bureau											
TARGET OWNER	Economic Crime Directorate (NFIB)											
AIM/RATIONALE	NFIB's <i>KnowFraud</i> database is already the primary source of intelligence for the UK's National Strategic Assessment. However, there are a number of significant gaps in existing data including insurance and tax fraud. Increasing the pool of organisations/sectors providing crime data to the NFIB will improve the accuracy and validity of strategic products supplied by the NFIB											
DEFINITIONS	In order to measure this target, definitions were required to identify what is meant by a "sector". The NFA "Fraud losses by sector" chart provided a useful model but this only divided fraud loss into Public, Private and Not for profit sectors that were considered far too wide to achieve this target. Therefore the Public, Private and Not for profit headings were sub divided so that progress against this target can be meaningfully reported, as well as assisting performance reporting in other areas, e.g. "sectorising" the reach of NFIB products.											
BASELINE	Increase from the existing 12 sectors: Public Sector - Police, Central Government Law Enforcement, Central Government Agency, Regulatory Body, Private Sector - Law, Telecommunications, Banking, Business Risk Management, Distribution, Not for profit – Trade association – Financial, Trade association – Insurance, Fraud type specific forum/group.											
MEASUREMENT	To be assessed against ECD's plan to increase the number of participating sectors. The Sector and sub sector definitions are based on some research but are subjective. If an organisation providing data during the year does not align to a current sub sector then a new sub sector will require creation. An increase will be claimed once a data sharing agreement is signed with the providing organisation in a new sub sector.											
DATA SOURCE	ECD (information not available from central systems)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
Over the course of the year there were 6 new data sharing agreements signed with new sectors												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of new organisations signing Data Sharing agreements with NFIB	7	2	0	0	0	3	0	1	0	0	2	0
New sectors providing data to NFIB	4	0	0	0	0	1	0	0	0	0	1	0
Cumulative position	4	4	4	4	4	5	5	5	5	5	6	6

PERFORMANCE INDICATOR: 1.2.1. Protect the City of London and UK from Fraud													
TARGET	1.2.1b. To increase quantity and quality of fraud prevention products disseminated by the National Fraud Intelligence Bureau												
TARGET OWNER	Economic Crime Directorate												
AIM/RATIONALE	Disrupting fraud enablers is the most cost effective means of reducing the financial harm caused by fraud. Such enablers include bank accounts used to accept stolen money, e-mail addresses used by fraudsters and bogus websites that promote fictitious investment products												
DEFINITIONS	Fraud prevention product: Fraud Prevention products include Strategic products (Monthly threat update, Strategic assessments, Intelligence de-briefs and other bespoke products disseminated by NFIB e.g. Problem Profiles), alerts, intelligence summaries and analytical products. Also included as Fraud Prevention products are the number of NFIB disruption requests in respect of web sites, telephone numbers and bank accounts enabling fraud.												
BASELINE	(1) Quality: 85% of product recipients surveyed happy with the quality of the product ; (2) Quantity Total: per annum 3125												
MEASUREMENT	For quantity , this will be an increase on the total number of products as defined above. The quality of Fraud Prevention products will be measured by an increase in the Positive feedback responses received from product recipients via Survey Monkey. Positive feedback is when the recipient reports the product resulted in them taking direct action to reduce the threat of fraud or they found the contents of the intelligence product at the very least, useful background information / corroboration. At present the only products where feedback is received routinely via Survey Monkey are Alerts, Monthly threat updates, bespoke strategic products and Intelligence debriefs quarterly.												
DATA SOURCE	ECD (information not available on central systems)												
TARGET STATUS	QUALITY					ACHIEVED			QUANTITY				ACHIEVED
END OF YEAR POSITION													
	Apr	May ³	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Quantity in period	259	1240	2212	2145	4477	2671	13515	6187	14655	12587	9485	14219	
Cumulative position	259	1499	3711	6518	10995	13666	27181	31622	46287	58874	68359	82578	
YTD target	260	520	781	1041	1302	1562	1823	2083	2344	2605	2866	3125	
Traffic Light	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	
Quality	73%	95%	100%	81%	100%	89%	87%	85%	100%	100%	91%	100%	
Traffic Light	AMBER	GREEN	GREEN	AMBER	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	
YTD	-	-	-	85%	86%	85%	85%	85%	87%	87%	87%	88%	

³ The sudden increase in May and the following months was a result of the introduction of new software to increase the amount of products disseminated and improve feedback provided to the Force

PERFORMANCE INDICATOR: 1.2.1. Protect the City of London and UK from Fraud	
TARGET	1.2.1c. To disrupt the top 10 organised crime groups using fraud causing the greatest harm
TARGET OWNER	Economic Crime Directorate
AIM/RATIONALE	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 those groups to reduce the potential harm that they might cause or to disable them from causing harm
DEFINITIONS	Top 10 OCGs causing the greatest harm: The OCGs causing the greatest harm are those assessed as '1A' and other high scoring bandings (2's / B's) – with harm then reducing in 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'. For "Using fraud" read "owned by NLF (national lead force)".
BASELINE	The top 10 OCGs using fraud as assessed at 1 st April 2013
MEASUREMENT	The top 10 OCGs using fraud will be assessed as at April 2013. This target will then be measured against disruption of those groups over the course of the year. Whether a group has been disrupted will be assessed by the OCG Review Board that meets monthly. There will be a review of the target at 6 months (September). It is acknowledged that the Top ten OCGs owned by NLF will change month to month. Disruptions against OCGs that have been in the Top ten during the year will be counted.
DATA SOURCE	Intelligence and Information Directorate - following monthly OCG Review Board
TARGET STATUS	ACHIEVED
END OF YEAR POSITION (see overleaf)	

Disruption definition provided by Director of Intelligence

OCGs have their threat score reduced when disruption takes place however it is a complicated process and therefore we have discovered that its best practise to reduce the threat once rather than trying to do it several times. This means that on occasions when there is a delay in getting updates from the Lead Responsible Officer or as in CHAPLIN, a delay in sentence then the threat score cannot be properly assessed by the OCG team. Clearly the amount of time given in a sentence will affect the threat the OCG represents, therefore CHAPLIN will remain scored high until we have the sentence details. This does not affect operational response to OCGs.

The following tables summarise the Top Ten OCGs as assessed, banded by I & I FIB and disrupted over the course of the year.

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Number of OCGs with a ratified disruption	0	1	3	0	0	3	1	0	0	6	3	0
Number of OCGs with a ratified disruption YTD figure	0	0	4	4	4	7	8	8	8	14	17	17
Number with disruption pending	4	3	0	1	1	2	1	1	1	0	1	7
Number subject to operational activity	4	5	4	2	2	4	3	1	0	2	0	0
Number post operational activity			3	6	6	4	5	8	8	8	8	2
Number subject to review	2	2	0	1	1	0	0	0	1	0	1	1
Traffic Light	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN

Operation names of disrupted OCGs:

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
-	Chaplin	Sundial Ski jump Steamroller	-	-	Bold Yoga + 1 other	Salers Supermassive	-	-	Globetrotter Harvest Neem Ryland Soma + 1 other	Boldo Celestia Towhee	-

PERFORMANCE INDICATOR: 1.2.1. Protect the City of London and UK from Fraud				
TARGET	1.2.1d. To ensure that at least 90% of fraud victims are satisfied with the service provided			
TARGET OWNER	Economic Crime Directorate			
AIM/RATIONALE	High quality investigations improve detection rates and victim satisfaction, which is a core aspiration of NLF. This measure provides confidence that the stringent training regime translates into high quality investigations. It has been chosen above detection rates (as a measure) since the latter is subject to third party (e.g. Crown Prosecution Service) influence.			
DEFINITIONS	The ECD victim of crime survey is now conducted in line with the Force Survey in accordance with Home Office guidelines.			
BASELINE	90% of fraud victims satisfied with the service provided.			
MEASUREMENT	Via quarterly survey.			
DATA SOURCE	ECD (from information provided by CoLP PIU from quarterly victim survey)			
TARGET STAUS	NOT ACHIEVED			
END OF YEAR POSITION				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2012-13 ECD Victim Survey Result	No data was collected for this quarter in 2012-13	89%	No data was collected for this quarter in 2012-13	89%
2013-14 Survey Result	83% (5 of 6)	100% (7 of 7)	80% (4 of 5)	80% (4 of 5)
YTD	83%	92% (12 of 13)	89% (16 of 18)	87% (20 of 23)
Traffic Light	AMBER	GREEN	GREEN	RED
<p>At the end of the third quarter, because response levels were so low, Performance Management Group directed ECD to identify two multi-victim frauds and send a survey letter to each victim. That resulted in around 400 postal surveys being sent out. That survey closed in February and produced 129 responses. Of the 129 who replied, 91 were satisfied with the whole experience (70.5%). Assimilating the results of that survey with the planned victim survey above reduces the cumulative average further to 82.7%.</p>				

PERFORMANCE INDICATOR: 1.2.1. Protect the City of London and UK from Fraud												
TARGET	1.2.1e. To increase by 10% the number of police officers, public sector and private sector fraud investigators trained by the Fraud Academy											
TARGET OWNER	Economic Crime Directorate											
AIM/RATIONALE	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											
DEFINITIONS	N/A											
BASELINE	582 (10% on 2012/13 level).											
MEASUREMENT	The target will be assessed against a simple number of people trained. This will be compared against the number of course attendee's 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)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Number of attendees attending courses	31	47	0	179	23	81	54	43	12	81	39	153
Baseline against comparable month in 2012/13	27	40	11	26	37	45	55	111	80	38	55	56
Cumulative progress towards target (582)	31	78	78	262	285	366	420	463	475	556	595	748
Traffic light	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green

PERFORMANCE INDICATOR: 1.2.1. Protect the City of London and UK from Fraud	
TARGET	1.2.1f To conduct reviews of investigations, to inform Fraud Academy training courses and best practice toolkits
TARGET OWNER	Economic Crime Directorate
AIM/RATIONALE	To ensure that all completed cases are reviewed to inform best practice and make improvements to future training and training resources
DEFINITIONS	N/A
BASELINE	N/A
MEASUREMENT	At the conclusion of each investigation the OIC will review their work to identify best practice and update the UNIFI record to this effect. ECD will report the number of reviews conducted. Of the number of Best Practice suggestions forwarded to the Fraud Academy (A) how many led to a change to course content, and how many led to a change to the best practice toolkits. Although the trigger for a review is the conclusion of an investigation it is acknowledged Best Practice suggestions can be forwarded to the Fraud Academy at any time during an investigation. Whilst the Fraud Academy can report the number of Best practice suggestions they receive in the period consideration for inclusion in courses/toolkits will take longer and may not be reported in the same period. Therefore no correlation can be made between the number of suggestions received and the number that led to a course/toolkit change. Strategic Development will verify the data by way of dip sample at least twice during the year.
DATA SOURCE	ECD (not available from central systems)
TARGET STATUS	ACHIEVED
END OF YEAR POSITION	
<p>On the 26th September the internal review team met with the ECD Business Performance Team and dip sampled 20 closed investigations from YTD to ensure reviews had been entered on UNIFI. All case samples reviewed complied. A dip sample of two best practice suggestions showed they had led to course changes</p> <p>The table on the following page summarises performance over the year. The AMBERS indicate where reviews were outstanding at that point in time, however, they have in fact been completed and this target has been achieved.</p>	

	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
No. of investigations concluded	34	27	30	33	12	17	8	21	6	40	15	19
YTD No of investigations concluded.	34	61	91	124	136	153	161	182	188	228	243	262
No. of reviews conducted in month of closure	31	27	30	33	12	16	8	21	6	39	15	18
YTD No of reviews conducted in month of closure.	31	58	88	121	133	149	157	178	184	222	237	254
No of outstanding reviews	3	0	0	0	0	1	0	0	0	1	0	1
Traffic Light	AMBER	GREEN	GREEN	GREEN	GREEN	AMBER	GREEN	GREEN	GREEN	AMBER	GREEN	AMBER
Number of Best practice suggestions forwarded to Fraud academy (A)	1	4	6	3	1	3	2	0	0	1	0	0
No. of (A) that led to course change	0	3	2	3	1	3	2	0	0	1	0	0
No. of (A) that led to a toolkit change	0	0	0	0	0	0	1	0	0	0	0	0

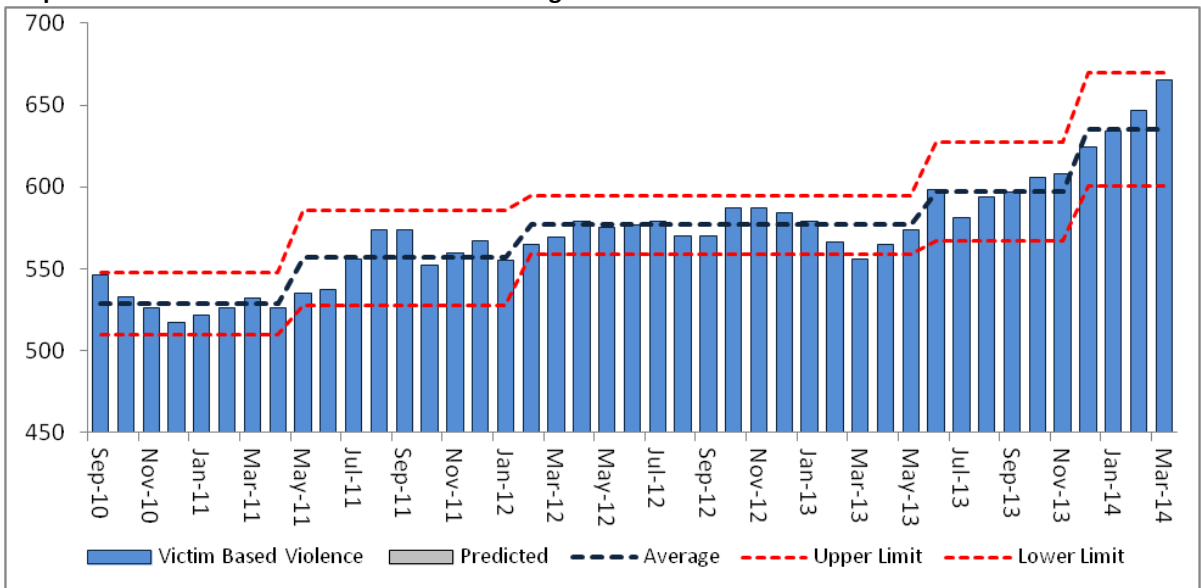
PERFORMANCE INDICATOR: 1.3.1. Respond effectively to public disorder												
TARGET	1.3.1a. To meet all national requirements for public order mobilisation in support of the Strategic Policing Requirement											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	To protect the 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 regional requirement.											
BASELINE	3 PSUs (= 3 inspectors, 9 sergeants and 63 PCs)											
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)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
No. of officers PO level 1/2 trained	L1 / L2	L1 / L2	L1 / L2	L1 / L2	L1 / L2	L1 / L2	L1 / L2	L1 / L2	L1 / L2	L1 / L2	L1 / L2	L1 / L2
<i>Inspectors</i>	1 / 5	1 / 5	1 / 5	1 / 5	1 / 5	1 / 5	1 / 5	1 / 5	1 / 5	1 / 5	1 / 5	1 / 5
<i>Sergeants</i>	5 / 11	5 / 11	5 / 11	5 / 11	5 / 11	5 / 13	5 / 11	5 / 11	5 / 13	5 / 13	5 / 13	5 / 13
<i>PCs</i>	32 / 68	32 / 68	32 / 68	32 / 68	32 / 66	32 / 62	32 / 68	32 / 66	32 / 46	32 / 46	32 / 46	32 / 46
Traffic Light	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
Note: Mobilisation was not tested on 7 September as referenced below - this was due to there being a live mobilisation of officers to assist a national mobilisation to the PSNI during August 2013.												
	2013		2014									
Mobilisation tested	Due 7 th Sept		Due 11 th January									

PERFORMANCE INDICATOR: 1.3.1. Respond effectively to public disorder													
TARGET	1.3.1b. To deliver ongoing organisational improvements and development relating to public order deployments												
TARGET OWNER	Uniform Policing Directorate												
AIM/RATIONALE	To identify and promulgate best practice from lessons learned leading to fewer complaints/civil cases												
DEFINITIONS	Organisational improvement: changes brought about to Force processes/systems as a result of lessons learned or debriefs from operations or training, and include suggestions from staff to improve operational effectiveness												
BASELINE	NA												
MEASUREMENT	This target will be assessed against the numbers of complaints/civil claims that result from public order deployments and organisational debriefs, the number for which organisational learning is identified and what action was taken as a result. Dip sampled by Strategic Dev.												
DATA SOURCE	PSD (complaints and civil claims – not available from central systems) UPD (organisational debriefs – not available from central systems)												
TARGET STATUS	Complaints/civil cases				ACHIEVED				Organisational debriefs				ACHIEVED
END OF YEAR POSITION													
	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	
1. Complaints + Civil Claims	0	0	0	0	0	0	0	0	0	0	0	0	
No. relating to a PO deployment	0	0	0	0	0	0	0	0	0	0	0	0	
No. for which organisational learning identified	0	0	0	0	0	0	0	0	0	0	0	0	
Action taken as a result and issues resolved	0	0	0	0	0	0	0	0	0	0	0	0	
Traffic Light	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	
2. Organisational debriefs	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	
No. of organisational debriefs	9	10	6	2	1	1	2	10	1	1	4	0	
No. for which organisational learning identified	1	0	1	2	1	0	0	4	0	0	0	0	
Action taken as a result and issues resolved	0	0	1	2	0	0	0	4	0	0	0	0	
Traffic light	GREEN	GREEN	GREEN	GREEN	AMBER	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	

PERFORMANCE INDICATOR: 1.3.1. Respond effectively to public disorder							
TARGET	1.3.1c. To ensure that at least 85% of residents and businesses are satisfied with the information received in relation to pre-planned events						
TARGET OWNER	Uniform Policing Directorate						
AIM/RATIONALE	To promote community satisfaction and effective engagement						
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	85% of residents/businesses satisfied with information received						
MEASUREMENT	Results from VOCAL and iModus surveys						
DATA SOURCE	UPD (information not available from central systems)						
TARGET STATUS	ACHIEVED						
END OF YEAR POSITION							
	<table border="1"> <thead> <tr> <th></th> <th>Lady Thatcher Funeral</th> <th>G8 (June)</th> </tr> </thead> <tbody> <tr> <td>Survey results</td> <td>93% satisfied (44% Very Satisfied/49% Satisfied)</td> <td>87% satisfied (37% very satisfied/50% satisfied).</td> </tr> </tbody> </table>		Lady Thatcher Funeral	G8 (June)	Survey results	93% satisfied (44% Very Satisfied/49% Satisfied)	87% satisfied (37% very satisfied/50% satisfied).
	Lady Thatcher Funeral	G8 (June)					
Survey results	93% satisfied (44% Very Satisfied/49% Satisfied)	87% satisfied (37% very satisfied/50% satisfied).					
<p>7% dissatisfaction for Baroness Thatcher’s funeral: Some of the dissatisfaction here was around road closures and how long they would last which we couldn't answer until a decision was made regarding the use of ATROs, in addition a last minute addition of an event at the Mansion House increased the road closure footprint and impacted a number of businesses who didn't expect to be affected, as a result engagement with those businesses was last minute..</p> <p>In respect of travel advice we link to TFL website and cannot be responsible for that information, we have, however, shared the feedback with them.</p> <p>13% dissatisfaction for G8: Most comments were complementary. Respondents stated they needed more information on traffic disruption, contact details for queries, anticipated crowd size, the event itself and commented that the survey should have been sent out immediately after the event. These points have been addressed</p>							

PERFORMANCE INDICATOR: 1.4.1. Reduce Crime												
TARGET	1.4.1a. To reduce levels of victim-based violent crime compared to 2012-13											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	Supports local and national priorities to reduce crime											
DEFINITIONS	Categories of crime constituting victim based violent crime: violence with injury; violence without injury, sexual offences											
BASELINE	559											
MEASUREMENT	Monthly based on recorded crime statistics											
DATA SOURCE	Performance Information Unit (Strategic Development)											
TARGET STATUS	NOT ACHIEVED											
END OF YEAR POSITION												
Victim Based Violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2012-13 month	42	40	39	53	41	47	50	56	54	42	46	49
2013-14 month	51	49	63	36	54	50	60	59	69	51	58	65
Change (month)	+9	+9	+24	-17	+13	+3	+10	+3	+15	+9	+12	+16
	+21.4%	+22.5%	+61.5%	-32.1%	+31.7%	+6.4%	+20.0%	+5.4%	+27.8%	+21.4%	+26.1%	+32.7%
2012-13 ytd	42	82	121	174	215	262	312	368	422	464	510	559
2013-14 ytd	51	100	163	199	253	303	363	422	491	542	600	665
Change (ytd)	+9	+18	+42	+25	+38	+41	+51	+54	+69	+78	+90	+106
	+21.4%	+22.0%	+34.7%	+14.4%	+17.7%	+15.6%	+16.3%	+14.7%	+16.4%	+16.8%	+17.6%	+19.0%
ytd target	47	93	140	186	233	279	326	372	419	465	512	558
variance from target	+4	+7	+23	+13	+30	+24	+37	+50	+72	+77	+88	+107

Graph 1: Victim based violence based on 12 rolling month data



2013/14 Policing Plan target not achieved

665 victim based violent crimes were recorded in 2013/14 compared to 559 in 2012/13, an increase of 19%.

The increase continued into March with 65 offences being recorded, 16 more than March 2013.

With the exception of Homicide, there were increases in every category within Victim Based Violence (table 1).

Graph 2: Average required to meet target against previous monthly performance

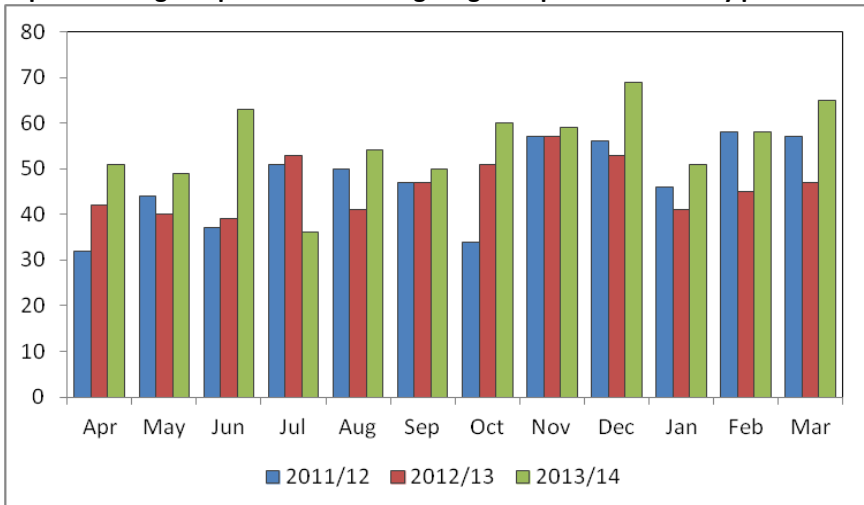


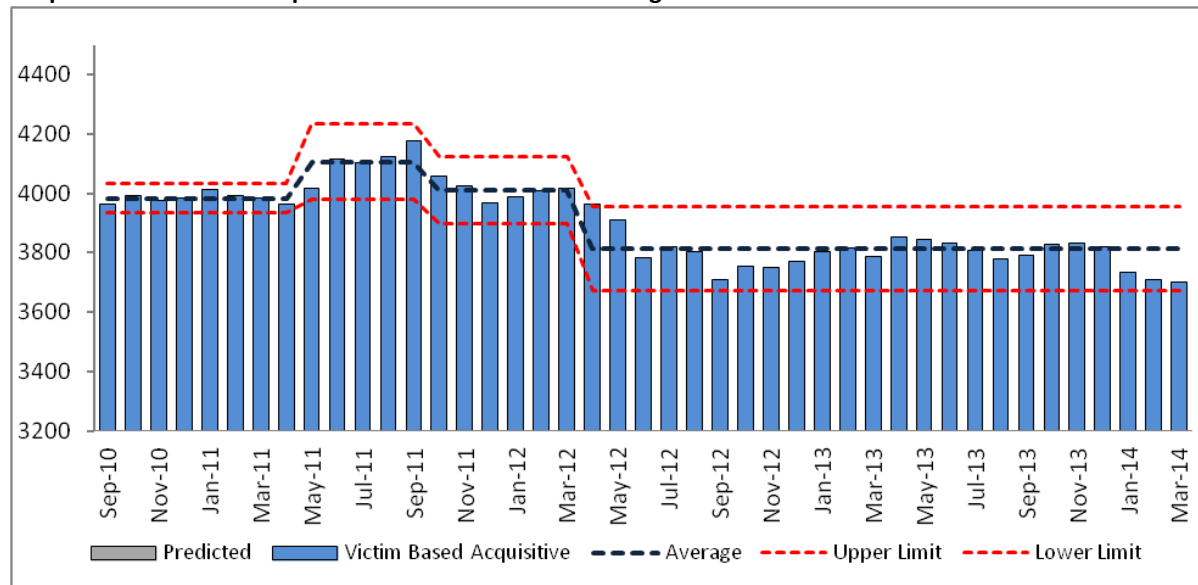
Table 1: Victim Based Violence Performance

Victim Based Violence				
	2012/13	2013/14	No. Change	% Change
Homicide	1	0	-1	-100.0%
Violence with Injury	278	343	65	23.4%
Violence without Injury	238	264	26	10.9%
Rape	8	11	3	37.5%
Other Sexual Offences	34	47	13	38.2%
Total	559	665	106	19.0%

Of the 58 sexual offences recorded this year, 11 were historic (committed between 1968 and 1988) and a further 2 were committed prior to 2012.

PERFORMANCE INDICATOR: 1.4.1. Reduce Crime												
TARGET	1.4.1b. To reduce levels of victim-based acquisitive crime compared to 2012-13											
TARGET OWNER	Crime Investigation Directorate											
AIM/RATIONALE	Supports local and national priorities to reduce crime, acquisitive crimes constitute the Force's largest volume of crime											
DEFINITIONS	Categories of crime constituting victim based acquisitive crime: robbery, vehicle crime and theft											
BASELINE	3804											
MEASUREMENT	Monthly based on recorded crime statistics											
DATA SOURCE	Performance Information Unit (Strategic Development)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
Victim Based Acquisitive	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2012-13 month	281	318	334	367	317	267	311	300	272	342	336	359
2013-14 month	345	313	319	344	287	281	346	305	257	252	308	342
Change (month)	+64	-5	-15	-23	-30	+14	+35	+5	-15	-90	-28	-17
	+22.8%	-1.6%	-4.5%	-6.3%	-9.5%	+5.2%	+11.3%	+1.7%	-5.5%	-26.3%	-8.3%	-4.7%
2012-13 ytd	281	599	933	1300	1617	1884	2195	2495	2767	3109	3445	3804
2013-14 ytd	345	658	977	1321	1608	1889	2235	2540	2797	3049	3357	3699
Change (ytd)	+64	+59	+44	+21	-9	+5	+40	+45	+30	-60	-88	-105
	+22.8%	+9.8%	+4.7%	+1.6%	-0.6%	+0.3%	+1.8%	+1.8%	+1.1%	-1.9%	-2.6%	-2.8%
ytd target	317	634	951	1268	1585	1902	2218	2535	2852	3169	3486	3803
variance from target	28	24	26	53	23	-13	17	5	-55	-120	-129	-104

Graph 1: Victim based acquisitive crime based on 12 rolling months



2013/14 Policing Plan target achieved

3,699 victim based acquisitive crimes were recorded in 2013/14 compared to 3,804 in 2012/13, a reduction of 2.8%.

342 offences were recorded in March, 17 fewer than March 2013.

Reductions were achieved in Robbery, Burglary and All Other Theft (table 1).

Increases were seen in Vehicle Offences, Theft from Person, Bicycle Theft and Shoplifting (table 1).

Graph 2: Monthly performance

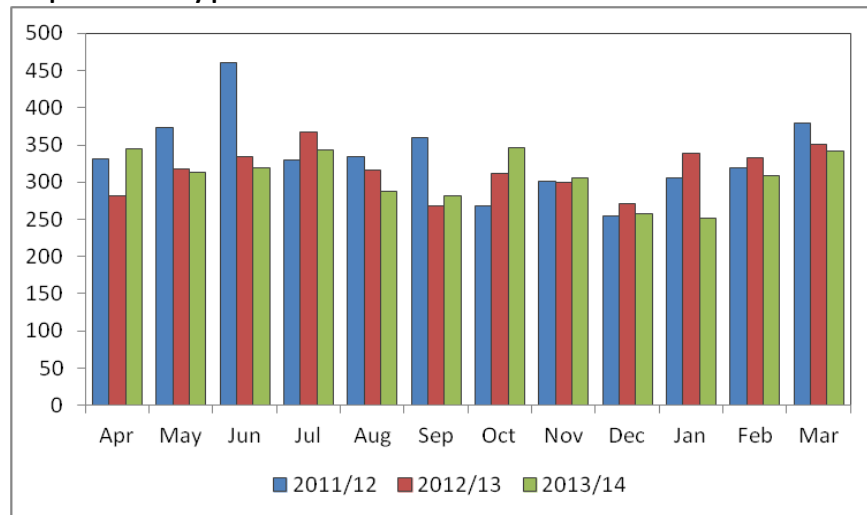


Table 1: Victim Based Acquisitive Performance

	2012/13	2013/14	No. Change	% Change
Robbery	49	47	-2	-4.1%
Domestic Burglary	27	24	-3	-11.1%
Non - Domestic Burglary	333	264	-69	-20.7%
Vehicle Offences	188	201	13	6.9%
Theft from Person	332	396	64	19.3%
Bicycle Theft	306	347	41	13.4%
Shoplifting	569	630	61	10.7%
Theft not included above	2000	1790	-210	-10.5%
Total	3804	3699	-105	-2.8%

PERFORMANCE INDICATOR: 1.5.1. Improve Road Safety												
TARGET	1.5.1a. To support the City of London Corporation's casualty reduction target through enforcement and education activities											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	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. 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.											
MEASUREMENT	Assessed against delivery plan. Additionally, KSI figures from City of London Corporation will indicate whether this measure is succeeding, together with success in the following two policing plan targets, 1.5.1b and 1.5.1c .											
DATA SOURCE	UPD (for details of activities) and PIU (CRS database)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
No of operations tasked	5	8	9	4	6	10	13	10	10	5	8	7
No. delivered	5	8	9	4	6	10	13	10	10	5	8	7
Traffic Light	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
Persons KSI in RTC*	3	3	6	7	4	2	6	9	4	3	3	6
KSI: 3 year rolling 12 month average (No. of people)	48	48	49	49	50	50	51	51	52	52	53	53
All injury collisions (no. of collisions)	31	32	42	43	29	19	34	35	23	22	20	16
All Injury: Rolling 12 Month: March 2013: 385	380	369	383	378	374	358	352	347	355	358	364	360
Personal injury collisions 2012: 377 (ACCSTATS) 415 (CRS) Personal injury collisions 2013: 355 CRS) (reduction of 14.5%) 320 (ACCSTATS) (reduction of 15%)												

PERFORMANCE INDICATOR: 1.5.1. Improve Road Safety												
TARGET	1.5.1b. To increase the number of uninsured vehicles seized and unlicensed drivers apprehended compared to 2012-13											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	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	Uninsured vehicles & Unlicensed drivers: 479											
MEASUREMENT	Monthly based on number of vehicles seized and drivers apprehended											
DATA SOURCE	UPD (information not available centrally)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
1. Uninsured & Unlicensed vehicles seized												
2012-13 level	33	37	33	45	55	61	33	44	43	31	26	38
2013-14 level	27	42	40	36	39	32	57	31	43	54	41	81
Traffic Light	AMBER	GREEN	GREEN	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	GREEN	GREEN	GREEN
2. Running Total - Uninsured & Unlicensed vehicles seized												
2012-13 level	33	70	103	148	203	264	297	341	384	415	441	479
2013-14 level	27	69	109	145	184	216	273	304	347 ⁴	401	442	498
Traffic Light	AMBER	AMBER	GREEN	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	AMBER	GREEN	GREEN

⁴ Includes 16 offences that would have led to vehicle seizures in 2012 – 13. These offences are still being prosecuted but now no longer result in vehicle seizures.

PERFORMANCE INDICATOR: 1.5.1. Improve Road Safety												
TARGET	1.5.1c. To increase the number of referrals to the Safer Cycle Scheme and the Driver Alert Scheme compared to 2012-13											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	These initiatives both support the casualty reduction target and directs attention at irresponsible road use by cyclists, which continues to be a perennial issue raised the public in consultation exercises, and drivers. They also support ACPO's and the Department of Transport's Strategy for Roads Policing, which seeks to divert those involved in poor road use away from prosecution and offers a longer term solution by improving behaviour of cyclists and drivers on the roads.											
DEFINITIONS	NA											
BASELINE	Safer City Cycle Scheme: 165 Driver Alert Scheme: 63											
MEASUREMENT	Monthly based on number of referrals made											
DATA SOURCE	UPD (information not available centrally)											
TARGET STATUS	Safer Cycle Scheme			ACHIEVED			Driver Alert Scheme			ACHIEVED		
END OF YEAR POSITION												
	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
1. Referrals to Safer Cycle Scheme												
2012-13 level	3	33	5	8	34	14	24	5	18	8	4	6
2013-14 level	6	0	0	45	70	9	24	8	6	8	11	29
Traffic Light	AMBER	AMBER	AMBER	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN
2. Referrals to the Driver Alert Scheme												
2012-13 level	5	1	9	1	1	3	5	5	5	14	3	11
2013-14 level	8	6	4	8	4	11	14	5	15	14	8	15
Traffic Light	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN	GREEN

PERFORMANCE INDICATOR: 1.6.1. Reduce anti social behaviour within the City				
TARGET	1.6.1a. 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	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			
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 met AMBER: Target will not be met without additional work RED: Target will not be met			
TARGET STATUS	ACHIEVED			
END OF YEAR POSITION				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2012-13 level	94.0%	90.0%	97.6%	90.0%
Survey result 2013-14	90.6%	92.6%	92.3%	97.1%
Traffic Light	GREEN	GREEN	GREEN	GREEN

Quarterly Victims of ASB Satisfaction Figures

Quarter	Satisfaction %
Apr-Jun 11	88.6%
Jul-Sep 11	91.9%
Oct-Dec 11	96.2%
Jan-Mar 12	92.0%
Apr-Jun 12	94.0%
Jul-Sep 12	90.0%
Oct-Dec 12	97.6%
Jan-Mar 13	90.0%
Apr-Jun 13	90.6%
Jul-Sep 13	92.6%
Oct-Dec 13	92.3%
Jan-Mar 14	97.1%

Target has been achieved: During 2013/14 93.1% (149/160) of people reporting or witnessing anti social behaviour were satisfied with the Whole Experience.

Satisfaction Area	Q4 Results	YTD Results
Ease of Contact	93.9% (31/33)	97.4% (151/155)
Actions Taken	91.2% (31/34)	89.2% (141/158)
Follow Up	100.0% (11/11)	98.5% (65/66)
Treatment	100.0% (34/34)	97.5% (155/159)
Whole Experience	97.1% (33/34)	93.1% (149/160)

PERFORMANCE INDICATOR: 1.6.1. Reduce anti social behaviour within the City												
TARGET	1.6.1b. To reduce the average annual number of rough sleepers in the City of London											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	This supports the City of London Rough Sleepers Strategy Group's target to reduce the number of rough sleepers to 10 by January 2014											
DEFINITIONS	NA											
BASELINE	22 (The average number over a 20 month period).											
MEASUREMENT	The target relates to a reduction in the <i>average</i> annual number. It will therefore be assessed on a monthly basis, with the average being calculated based on the number of months reported (year to date average)											
DATA SOURCE	UPD (information not available centrally)											
TARGET STATUS	NOT ACHIEVED											
CURRENT POSITION												
	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
2012-13	39		19		14			21			19	
2013-14	21		21		16			26			34	
Cumulative avg	21		21		19			21			24	
Traffic Light	GREEN		GREEN		GREEN			GREEN			RED	
<p>The increase during the final quarter was primarily due to a surge in the number of economic migrant rough sleepers together with an issue of displaced rough sleepers from a neighbouring borough. The count of 34 during February effectively rendered this target unachievable by year end.</p>												

PERFORMANCE INDICATOR: 1.6.1. Reduce anti social behaviour within the City	
TARGET	1.6.1c. To actively promote, with partners, effective stewardship and crime prevention activities within licensed premises
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This measure supports partnership working, reducing ASB and reducing crime
DEFINITIONS	Effective stewardship – activities conducted with partners to identify, for example, door staff that are not Security Industry Accreditation (SIA) trained, DWP prosecutions of staff claiming benefits or interventions by the City of London Corporation’s Licensing Team in relation to breaches of the Licensing Act
BASELINE	To record fewer than 31.25 crimes per month for the top 10 premises:
MEASUREMENT	Reductions in the levels of violent crime, ASB and theft in the top 10 problem premises as at 1 st April 2013
DATA SOURCE	Performance Information Unit (violent crime/theft) UPD (ASB)
TARGET STATUS	ACHIEVED
END OF YEAR POSITION	

Notifiable Crime	Apr 13	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14
Premises 1 (63)	7	2	2	4	1	3	5	5	4	2	5	2
Premises 2 (42)	6	3	6	1	2	2	1	2	0	1	4	4
Premises 3 (37)	4	0	2	1	1	1	0	0	3	0	2	0
Premises 4 (33)	3	4	3	1	0	3	3	3	5	0	4	3
Premises 5 (33)	5	2	4	1	1	7	2	0	1	2	1	1
Premises 6 (32)	1	2	3	1	1	7	1	1	1	2	0	1
Premises 7 (31)	0	0	2	3	0	1	1	2	9	1	0	1
Premises 8 (30)	4	1	3	3	0	2	1	2	4	1	0	3
Premises 9 (26)	0	0	3	0	0	1	2	3	2	0	2	1
Premises 10 (24)	0	1	2	0	1	1	2	1	2	0	0	1
Premises 11 (24)	3	3	2	0	0	1	1	3	1	0	2	1
TOTAL CRIMES 375	33	18	32	15	7	29	19	22	32	9	20	18
YTD Average (31.25 p.m.)	33	25.5	27.7	24.5	21.2	22.5	22	22	23	21.6	21.5	21

The three premises highlighted are no longer in the top 10

PERFORMANCE INDICATOR: 1.6.1. Reduce anti social behaviour within the City	
TARGET	1.6.1d. To run intelligence led operations to target threats associated with the night time economy
TARGET OWNER	Uniform Policing Directorate
AIM/RATIONALE	This target is intended to address threats associated with the night time economy, not exclusively relating to ASB but linked more to violent crime committed as part of the NTE. Operations/responses can be deployed based on intelligence around pre-planned events, or a response based on ANPR activation for example
DEFINITIONS	Intelligence led operation: refers to an operation or response where an assessment of intelligence considers a significant threat exists that requires addressing. Threat: a threat where following an assessment of the intelligence is considered would cause significant harm to the City of London community or its infrastructure
BASELINE	NA
MEASUREMENT	A reduction in threat level or positive impact at event/premises
DATA SOURCE	UPD (information not available centrally)
TARGET STATUS	ACHIEVED
END OF YEAR POSITION	
<p>Premises have been targeted bi-monthly based on assessments of threat and risk, thereby building existing work where licensed premises have been targeted based on risk and criminal activity.</p> <p>As anticipated, over the course of the year premises 'appeared' and 'disappeared' from the list as threat, risk and criminality was addressed.</p> <p>Examples of the operations delivered over the course of the year have been included in previous quarterly reports.</p>	

PERFORMANCE INDICATOR: 1.7.1. Satisfaction and Response				
TARGET	1.7.1a. To ensure at least 85% of City street population surveyed consider the police in the City of London are doing a good or excellent job			
TARGET OWNER	Uniform Policing Directorate			
AIM/RATIONALE	This survey indicates levels of confidence amongst the general street population, not just those who have been a victim of crime or antisocial behaviour. However, as the previous measure, it is an invaluable indication of the level of professionalism the Force portrays and provides			
DEFINITIONS	NA			
BASELINE	85% of City street population surveyed consider the police in the City of London are doing a good or excellent job			
MEASUREMENT	Quarterly by street survey			
DATA SOURCE	Performance Information Unit (Strategic Development)			
TARGET STATUS	ACHIEVED			
CURRENT POSITION				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<i>2012-13 level</i>	90.4%	93.1%	92.1%	93.8%
Survey Result 2013-14	91.6%	90.8%	92.9%	89.9%
Traffic Light	GREEN	GREEN	GREEN	GREEN

Proportion who thought the CoLP were doing a good or excellent Job?

Period	Proportion
Apr - Jun 11	83.3%
Jul - Sep 11	84.2%
Oct - Dec 11	87.2%
Jan - Mar 12	89.6%
Apr - Jun 12	90.4%
Jul - Sep 12	93.1%
Oct - Dec 12	92.1%
Jan - Mar 13	93.8%
Apr - Jun 13	91.6%
Jul - Sep 13	90.8%
Oct - Dec 13	92.9%
Jan - Mar 14	89.9%

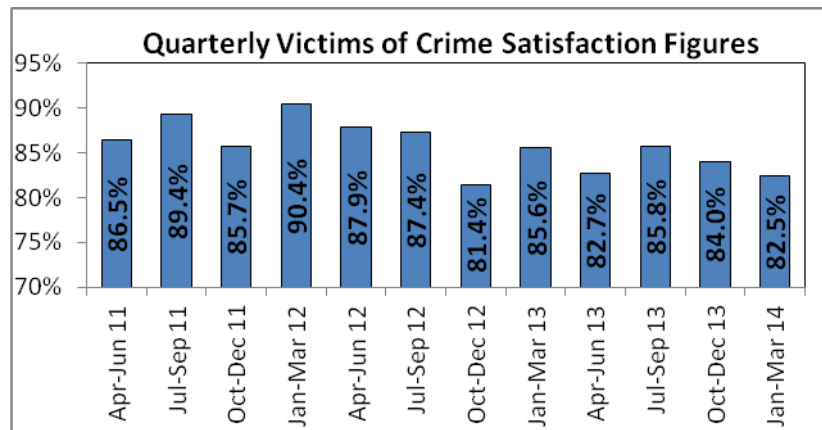
Target has been achieved: During 2013/14 91.3% (608/666) of respondents who expressed a view thought the CoLP were doing a good or excellent job.

Q1: 91.6% (152/166)
Q2: 90.8% (148/163)
Q3: 92.9% (157/169)
Q4: 89.9% (151/168)
2013/14: 91.3% (608/666)

PERFORMANCE INDICATOR: 1.7.1. Satisfaction and Response	
TARGET	1.7.1b. 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 survey indicates levels of satisfaction of those who have been a victim of crime and is a valuable indication 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)
TARGET STATUS	NOT ACHIEVED

END OF YEAR POSITION

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2012-13 level	87.9%	87.4%	81.4%	85.6%
Survey Result 2013-14	82.7%	85.8%	84.0%	82.5%
Traffic Light	RED	RED	RED	RED



Target not achieved: During 2013/14 83.9% (639/762) victims of crime were satisfied with the Whole Experience.

Satisfaction Area	Q4 Results	YTD Results
Ease of Contact	93.8% (121/129)	95.5% (569/596)
Actions Taken	77.8% (130/167)	81.7% (623/763)
Follow Up	79.4% (131/165)	82.1% (623/759)
Treatment	90.9% (150/165)	94.4% (720/763)
Whole Experience	82.5% (137/166)	83.9% (639/762)

PERFORMANCE INDICATOR: 1.7.1. Satisfaction and Response												
TARGET	1.7.1c. To respond to at least 95% of 999 calls within the national target time of 12 minutes											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	It is important that when someone calls for emergency assistance the response is swift and professional. This target provides an opportunity to boost public confidence by highlighting how quickly calls for service are attended.											
DEFINITIONS	NA											
BASELINE	95% of 999 calls within the national target time of 12 minutes											
MEASUREMENT	Monthly records											
DATA SOURCE	Performance Information Unit (Strategic Development)											
TARGET STATUS	ACHIEVED											
END OF YEAR POSITION												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
No of I grade incidents	197	218	211	235	209	199	246	211	226	197	252	229
No responded to within 12 mins	193	215	202	232	201	194	240	203	217	193	248	222
% within target	98.0%	98.6%	95.7%	98.7%	96.2%	97.5%	97.6%	96.2%	96.0%	98.0%	98.4%	96.9%
FYTD	98.0%	98.4%	97.4%	97.8%	97.4%	97.5%	97.5%	97.3%	97.2%	97.3%	97.4%	97.3%
Average Response time (mm:ss)	5:05	4:52	5:35	5:13	5:23	5:05	5:25	5:27	5:06	5:24	4:36	5:40
Average time from Pass Incident to Time of Arrival	4:16	3:42	4:47	4:13	4:15	4:13	3:29	4:40	4:11	4:34	4:21	5:13