

Committee(s): Police: Performance and Resource Management Sub-Committee	Date(s): 26 th September 2014																																
Subject: 1 st Quarter Performance against Targets in the Policing Plan 2014-17	Public																																
Report of: Commissioner of Police Pol 64/14	For Information																																
Summary																																	
<ol style="list-style-type: none"> 1. This report summarises performance against the Policing Plan 2014-17 for the first quarter of the 2014-15 financial year. 2. At the end of June 2014, of the 19 policing plan targets, 10 were on track to be achieved, 5 will be achieved with additional effort, 3 are graded WHITE (1 awaiting data, 2 where gradings are not appropriate) and 1 target has been graded RED, indicating it will not be achieved. <table border="1" data-bbox="193 824 1350 2038"> <tr> <td data-bbox="193 824 1123 920"> 1.1.1a Ensure that at least 90% of people surveyed consider the City of London Police is prepared and capable of policing the terrorist threat effectively </td> <td data-bbox="1123 824 1350 920" style="text-align: center; background-color: #008000; color: white;"> GREEN </td> </tr> <tr> <td data-bbox="193 920 1123 994"> 1.1.1b Deploy intelligence led, high visibility policing operations to counter the terrorism threat and reassure the public </td> <td data-bbox="1123 920 1350 994" style="text-align: center; background-color: #FF8C00; color: white;"> AMBER </td> </tr> <tr> <td data-bbox="193 994 1123 1090"> 1.2.1a Support the City of London Corporation's casualty reduction target through enforcement and education activities, particularly with regard to pedal cycles </td> <td data-bbox="1123 994 1350 1090" style="text-align: center; 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1.7.1d Ensure that at least 90% of victims are satisfied with the Action Fraud reporting service	GREEN
1.8.1a Ensure that at least 90% of victims of crime are satisfied with the service provided by CoLP	RED
1.8.1b Ensure at least 85% of City street population surveyed consider the police in the City of London are doing a good or excellent job	AMBER
<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 2014-17 for the first quarter of the 2014-15 financial year (1st April 2014 – 30th June 2014). All relevant performance information is contained within Appendix 'A' with only those areas where targets were not achieved appearing in the body of the report itself.
2. As previous reports, this performance report includes a brief overview of Force performance that is not covered by specific targets.
3. The traffic light system used to assess performance is as follows:
 - GREEN – target is on track to be delivered by the due date
 - AMBER – additional work is required to achieve the target by the due date
 - RED – the target will not be met by the due date.
 - WHITE – RAG gradings not applicable or no data available.

Where the traffic light used is outside of the above definitions, reference is made to the fact on the individual measure.

Current Position

Overview of Force Performance

4. A comparison with the same period in 2013-14 shows that between 1st April and 31st March 2014:

- Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at 1068 offences, compared to 1208 offences at the same point last year, a reduction of 11.6% (140 fewer crimes).
 - Crimes against statute, which includes drugs offences, possession of weapons, public order offences and 'miscellaneous crimes against society'¹, rose slightly to 200 crimes compared to 192 at the same point last year. There were 13 more drugs offences and 3 more possession of weapons offences. Those increases were offset by reductions in public order offences (2 fewer) and miscellaneous crimes against society (6 fewer).
 - At the end of June 2014, total notifiable crime was down by 9.4% or 132 fewer offences (1268 crimes compared to 1400 last year).
5. In addition to those items reported in the previous three quarterly reports, notable Force achievements and activities during the first three months of the financial year include:
- The Force became the official host of Action Fraud, the national fraud and cyber crime reporting centre. It is now closely allied to the National Fraud Intelligence Bureau to provide a coordinated end to end service for the victims of fraud.
 - The perpetrator of a £15m bank fraud against the Royal Bank of Scotland was jailed for 8 years at Southwark Crown Court. Thirteen other members of the gang had already received prison sentences totalling 53 years.
 - Fraudsters who made millions of pounds persuading hundreds of elderly people to invest in worthless plots of land and 'carbon credits' each received 4 years and 8 months prison sentences.
 - The Police Intellectual Property Crime Unit marked World Intellectual Property Day by announcing that during the time it had been in operation (since September 2013), the Unit had suspended 2500 websites selling counterfeit goods.
 - The Force introduced a major upgrade to the Automated Number Plate Recognition (ANPR) system to incorporate the latest digital hardware. 17 marked police vehicles are now equipped with video and mobile ANPR.
 - A thief who had spent 3 months on a bike theft spree across the City of London was sentenced to 3 years imprisonment at the Central Criminal Court in June.

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

Target Performance

6. **1.1.1b – To deploy intelligence led, high visibility policing operations to counter the terrorist threat and reassure the public.** This target has been graded AMBER to the end of June 2014 based on the fact that the number of hours of counter terrorism-specific operations delivered was less than tasked. This is due to the fact that a 'notional' average has been used as the basis of hours tasked. It is recognised that this does not provide an accurate assessment of hours delivered against those actually tasked, therefore future reports to your Sub Committee will provide that information, instead of the average hours tasked currently within the plan.
7. **1.4.1a – Reduce levels of victim based violent crime compared to 2013-14.** Although the Force ended the first quarter having recorded a 6.1% reduction (10 fewer crimes) compared to last year and is therefore technically within the target, this has been graded AMBER because it is accepted that without sustained additional effort, this target will be difficult to achieve by the end of the year. Predictions based on the current 12 rolling month trend suggests the Force could end the year recording a 4.8% increase. Tackling victim based violent crime remains a core focus of operational activity and performance, together with tactical options are fully considered at Performance Management Group to maintain the momentum of activity that it is hoped will deliver this target by the end of this financial year.
8. **1.5.1a Reduce the number of antisocial behaviour incidents compared to 2013-14.** This target has been graded AMBER because the Force ended the third quarter with exactly the same level of incidents as last year at the same point and has not, therefore, as yet recorded a reduction. However, at this stage of the year, this is not unduly worrying and by maintaining the focus on partnership work to tackle anti-social behaviour, the Force expects to be able to achieve this target by year end.
9. **1.5.1b Ensure that at least 90% of those reporting antisocial behaviour are satisfied with the service provided by the police.** The Force narrowly missed achieving this target at the end of the quarter, recording 88.9% satisfaction (24 of 27 respondents satisfied, 2 dissatisfied and 1 neither satisfied nor dissatisfied). Performance levels against this target over the past 2 years (often exceeding 90%) indicate that this target will also be met by the end of 2014-15.
10. **1.6.1a Ensure that at least 90% of victims of fraud investigated by the City of London Police are satisfied with the service provided.** This target has been marked WHITE (no data available).The company engaged to complete this survey on the Force's behalf refined the questions being used to distinguish specific aspects of a victim's 'journey' through the criminal justice process. This resulted in the first quarter survey being distributed much later than planned. Performance against this target will be reported to your next available Sub Committee.

11. **1.8.1a Ensure that at least 90% of victims of crime are satisfied with the service provided by the police.** At the end of the first quarter this target has been graded as RED which means that it is highly unlikely it will be met, even by the end of the financial year. The first quarter survey recorded an overall satisfaction level of 81.7% (147 of 180 respondents). To achieve this target the Force would have to record at least 93% for the next 3 quarters, a level that has not been achieved at any point over the past 3 years. Despite this fact, the Force is undertaking a series of actions to achieve as close to the target level as possible. One of the things the Force is doing immediately is exploring with the survey company the possibility of increasing the sample size of the survey. Whilst this would have a financial implication, it would go some way to mitigate the disproportionate effect that variations to low numbers have on percentage levels. The Force will also be focussing on victims of bicycle thefts, who are the most dissatisfied group of victims, mainly through managing victims' expectations of what action the Force can reasonably take.
12. **1.8.1b 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.** This target has been graded AMBER indicating additional work will be required to meet the target. As the antisocial behaviour target at paragraph 9, this is an uncharacteristically low level for the Force to record as the usual levels are around 90% or above. Members will be aware that as this is a street survey, anyone can be approached. Some will not have had any interaction with the Force, others inevitably bring wider experiences of the police service (from their home forces) to bear in their responses, even though every effort is made to make clear responses should only be made in relation to the City of London Police. Work is ongoing to review all survey work conducted by the Force, which will also make recommendations in to changes that might improve street surveys for the future.

Conclusion

13. The Force has ended the first quarter with strong performance across the broad range of indicators. However, the principal concern at this stage of the year is around levels of satisfaction. The issue has been identified as one that requires remedial action, which the Force is addressing through its Performance Management Group.

Background Papers:

- **Appendix 'A' Performance Summary**

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APPENDIX A – PERFORMANCE SUMMARY FOR 1st APRIL – 30th JUNE 2014-15

PERFORMANCE INDICATOR: 1.1.1. Protect the City of London from terrorism and extremism												
TARGET	1.1.1a. 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 ² and Argus ³ 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	94.45% was achieved in 2013/14.											
MEASUREMENT	By survey (following each GRIFFIN/ARGUS event) and quarterly street surveys. The quarterly percentage average will be the Argus/Griffin percentages added to the Street Survey Percentage.											
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 (This is based on an amalgamation of both survey figures, based on respondent numbers)											
TRAFFIC LIGHT	GREEN											
CURRENT POSITION												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number Griffin Attendees	62	53	58									
Percentage consider Force capable	99%	100%	96%									
Number Argus Attendees	20	12	41									
Percentage consider Force capable	100%	100%	100%									
Street Survey (Quarterly)			90%									
Quarterly Average			95%									

² **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

³ **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

****NB****

1. The question asked of Griffin and ARGUS attendees states: “After attending Project Griffin/ARGUS I am confident in the City of London Police’s ability to deal effectively with a terrorist or major incident” rather than the form of words used above, with ‘Agree’ and ‘Strongly Agree’ answers contributing to a positive score.

STREET SURVEY QUARTER 1 DATA

Q1: 90% (144/160) had confidence in the CoLP’s ability to effectively police counter terrorism

PERFORMANCE INDICATOR: 1.1.1. Protect the City of London from terrorism and extremism												
TARGET	1.1.1b. 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	1635 hours per calendar month											
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 Spreadsheet											
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											
TRAFFIC LIGHT	AMBER											
CURRENT POSITION												
Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Hours tasked	1635	1635	1635									
Hours delivered	1645	1428*	1492*									
Traffic Light for Month	GREEN	AMBER	AMBER									
*This figure does not include dedicated E1 patrols (2922hrs – total would actually be – 4414 hours)												
Specific hours delivered: Behaviour Detection Officer Operations – 1420 hrs / E1 Entry points – 24 hrs / E2 Armed Patrols – 539 hrs												
Note: The hours tasked included to date have been derived from an average of taskings over the previous year. It has been decided that a more accurate assessment of this measure is to use the actual number of hours tasked instead of a notional average. This will be done from August onwards.												

PERFORMANCE INDICATOR: 1.2.1. Improve Road Safety	
TARGET	1.2.1a. 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 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
TRAFFIC LIGHT	GREEN
CURRENT POSITION	
Operation	Details
Cycle marking	26 cycle marking events including 'The Day of Action' (497 marked). Total number cycles marked since April to date, 2344. (1989 bikes marked in 2013) 4866 leaflets given out during the marking events.
Capital Cycle Safe	2 operations during April and May 2014 Tickets issued 126 and 108, total 234. Attended road shows, 103. Next enforcement period Sep 13th to 24th, road show at Dowgate fire station on the 25th.
Exchanging Places events and Presentations	The number of persons sitting in a Large Goods vehicle from April to date; 455 Number of EP events; 10 Number of presentations; 4. Skanska (all City Sites), Cross Rail, Centre Point (Ropemaker St), Nomura International and 88 Wood Street.
Vehicle Seizure operations	April to date, Vehicles seizures; 32 Process; 10

	EFPN; 69 NEFPN; 35 PNC checks during op Giant conducted by control; 7852
Other vehicle operations	This data is for May and June Vehicles stopped; 73 Prohibitions; 50 EFPN; 3 NEFPN; 3
ASL	Survey parameters Locations; three junctions B/Gate North & South bound, Moorgate Nth/Sth, Aldersgate Sth Long Ln Est Dates; 10 days in April, 1 in June Total number of surveys 11 Times; 07:30 to 10:00 and 16:00 to 18:30. Survey data is being analysed. 32118 vehicles counted, 3084 light phases and 27 other parameters recorded.

People killed or seriously injured in RTC: **TABLE PRESENTED FOR INFORMATION PURPOSES ONLY**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYTD
2013/14	3	4	6	10	3	3	6	10	4	3	3	6	23
2014/15	6	8	4										20

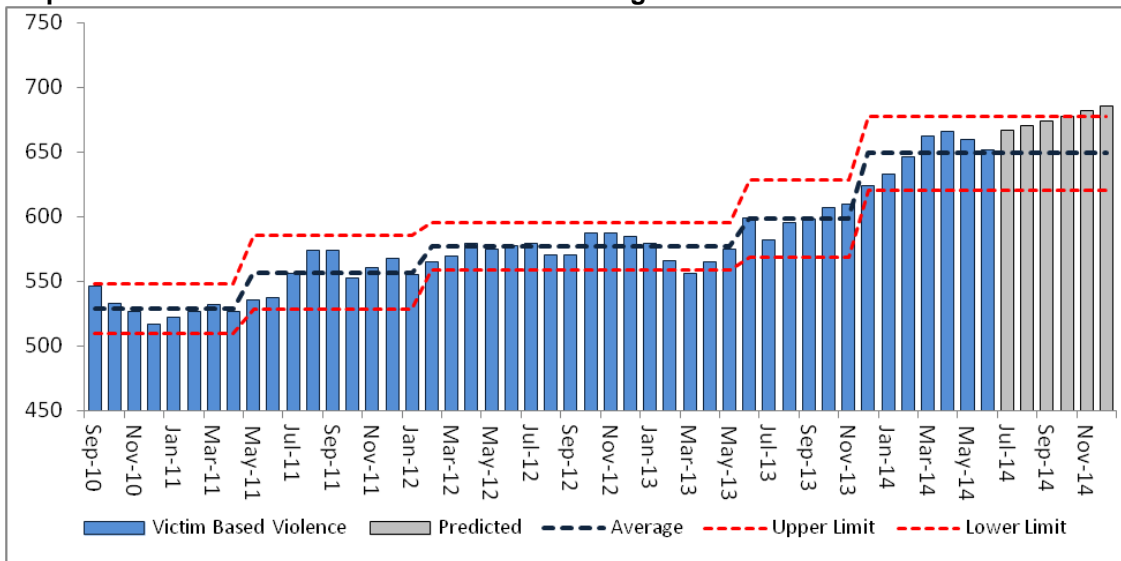
PERFORMANCE INDICATOR: 1.2.1. Improve Road Safety							
TARGET	1.2.1b. To increase the number of uninsured vehicles seized and unlicensed drivers apprehended compared to 2012-13						
TARGET OWNER	Uniform Policing Directorate						
AIM/RATIONALE	This measure is carried forward from 2013-14. By targeting 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	N/A						
BASELINE	498 was achieved in 2013/14						
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 RED: Target will not be met						
TRAFFIC LIGHT	GREEN						
CURRENT POSITION							
Month	No Insurance	Ins & No D/L	No D/L	Other	Monthly Total	2014/15 Total	2013/14 Total = Target
April	17	4	2	14	37	37	27
May	18	4	3	7	32	69	69
June	22	2	5	6	35	104	109
July							145
August							184
September							216
October							273
November							304
December							347
January							401
February							442
March							498

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	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 2014 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											
TRAFFIC LIGHT	GREEN											
CURRENT POSITION												
	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15
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									
<i>Sergeants</i>	5 / 11	5 / 11	5 / 11									
<i>PCs</i>	32 / 68	32 / 68	32 / 68									
Traffic Light	GREEN	GREEN	GREEN									
Telephone Mobilisation – Next due September 2014												

PERFORMANCE INDICATOR: 1.3.1. Respond effectively to public disorder	
TARGET	1.3.1b. To ensure that at 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
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 RED: Target will not be met
TRAFFIC LIGHT	GREEN
CURRENT POSITION	
<p>Events for July 2014.</p> <ol style="list-style-type: none"> 1. 350th Anniversary – Royal Marines (July 14) – 94% satisfaction (target is 90%) 2. Tour de France – Satisfaction survey withdrawn as this was a Metpol led event. <p>Future events to be included in satisfaction surveys will include:</p> <ol style="list-style-type: none"> 3. Pre planned and spontaneous protests at the Central Criminal Court 4. Tour of Britain cycling event (Sept 14) 5. Any other major protests 6. Smithfield Meat market Christmas campaign. 	

PERFORMANCE INDICATOR: 1.4.1. Reduce Crime												
TARGET	1.4.1a. To reduce levels of victim-based violent crime compared to 2013-14											
TARGET OWNER	Uniform Policing Directorate											
AIM/RATIONALE	<p>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.</p>											
DEFINITIONS	Categories of crime constituting victim based violent crime: violence with injury; violence without injury, sexual offences and robbery.											
BASELINE	665											
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 RED: Target will not be met											
TRAFFIC LIGHT	AMBER											
CURRENT POSITION												
Victim Based Violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013-14 (month)	51	49	63	36	54	50	60	59	69	51	58	65
2014-15 (month)	55	45	55									
Change (month)	4	-4	-8									
	7.8%	-8.2%	-12.7%									
2013-14 (YTD)	51	100	163	199	253	303	363	422	491	542	600	665
2014-15 (YTD)	55	100	155									
Change (YTD)	4	0	-8									
	7.8%	0.0%	-4.9%									
YTD Target	55	111	166	221	277	332	387	443	498	553	609	664
Variance from Target	0	-11	-11									
Average Required	55	55	56	56	56	56	56	56	56	56	56	56
<i>2013/14 figures are the figures extracted from UNIFI on the 01/04/2014</i>												

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



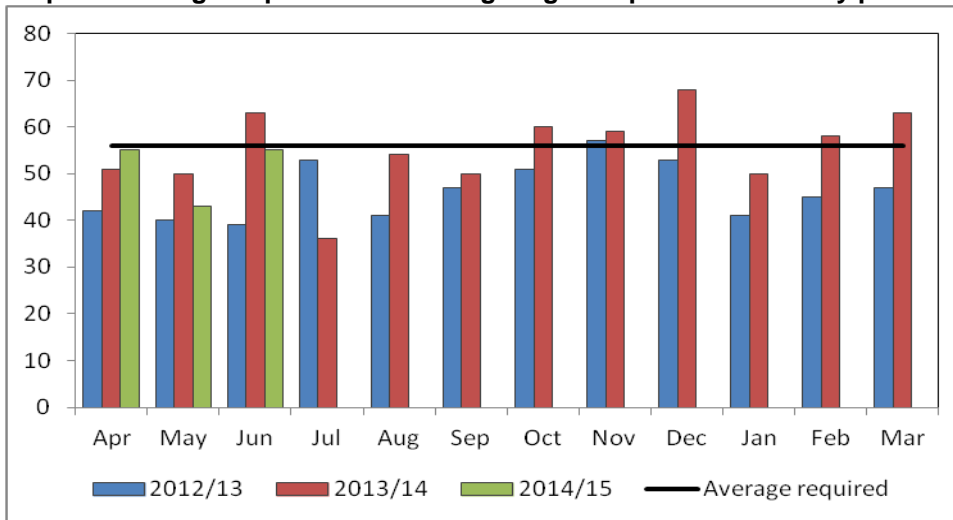
At the end of the first quarter the Force was showing a 6.1% (-10) reduction in victim based violence compared to last year. The force has recorded 155 crimes over the quarter, 11 fewer than the YTD target.

Predictions based on the current 12 rolling month trend suggest the force will end the year with 697 offences, an increase of 4.8% (+32) (hence the AMBER grading). The end of year prediction is increasing becoming more positive (Apr: +21.5%, May: +14.6%).

Victim based violence is starting to show a reducing trend (May 14 and Jun 14 on graph 1).

There are reductions in Violence with Injury (-12.8%), and Violence without Injury (-4.5%). However sexual offences are showing an increase of 36.4% (+4).

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



April - June 2014

Violence with injury: 75
 Violence without injury: 63
 Sexual Offences: 15
 (2 historical allegations. 2 rapes)

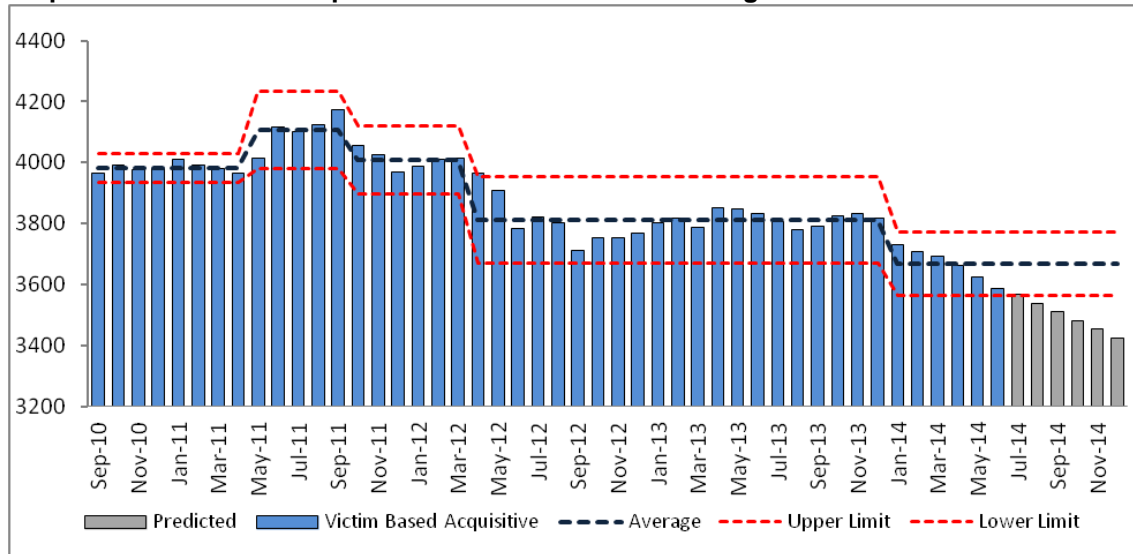
55 crimes were recorded in June, 8 fewer than the same month last year.

56 offences can be recorded each month until March 2015 to achieve an end of year crime reduction (graph 2). The target remains amber as the 2013/14 monthly average was 55 crimes per month. This means the force needs to remain vigilant to achieve the target.

PERFORMANCE INDICATOR: 1.4.1. Reduce Crime												
TARGET	1.4.1b. To reduce levels of victim-based acquisitive crime compared to 2013 -14											
TARGET OWNER	Crime Investigation Directorate											
AIM/RATIONALE	<p>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.</p>											
DEFINITIONS	Categories of crime constituting victim based acquisitive crime: robbery, vehicle crime and theft											
BASELINE	3699											
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 RED: Target will not be met											
TRAFFIC LIGHT	GREEN											
CURRENT POSITION												
Victim Based Acquisitive	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2013-14 (month)	345	313	319	344	287	281	346	305	257	252	308	342
2014-15 (month)	313	274	284									
Change (month)	-32	-39	-35									
	-9.3%	-12.5%	-11.0%									
2013-14 (YTD)	345	658	977	1321	1608	1889	2235	2540	2797	3049	3357	3699
2014-15 (YTD)	313	587	871									
Change (YTD)	-32	-71	-106									
	-9.3%	-10.8%	-10.8%									
YTD Target	308	616	925	1233	1541	1849	2157	2465	2774	3082	3390	3698
Variance from Target	5	-29	-54									
Average Required	308	306	310	314	314	314	314	314	314	314	314	314

2013/14 figures are the figures extracted from UNIFI on the 01/04/2014

Graph 1: Victim based acquisitive crime based on 12 rolling month data



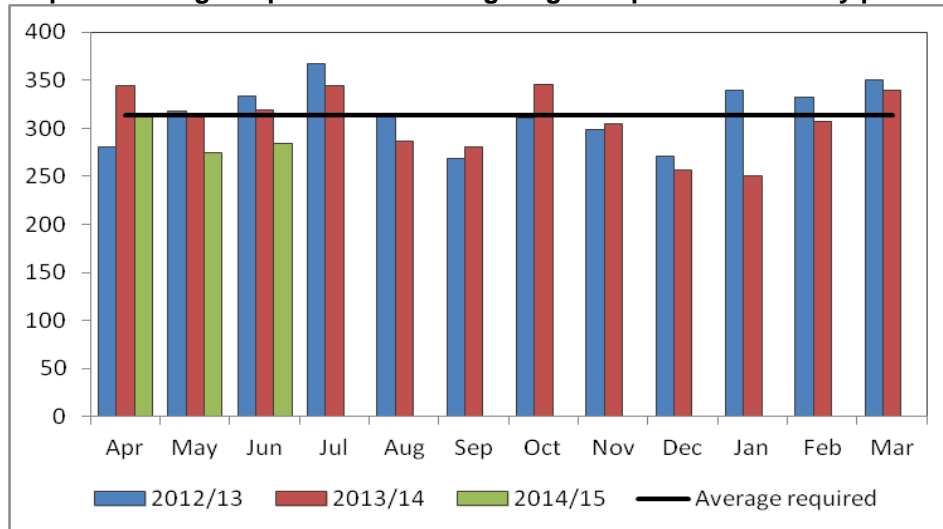
At the end of June, the Force was showing a 10.8% (-106) reduction in victim based acquisitive crime compared to last year. The 871 crimes had been recorded over the quarter, 54 fewer than the YTD target.

284 crimes were recorded in June 2014 compared to 319 in the same month last year, a reduction of 35.

The force continues to see a reducing trend (graph 1). Predictions based on the current 12 rolling month trend suggest the force will end the year with 3,340 offences, a reduction of -9.7%.

314 offences can be recorded each month until March 2015 to achieve an end of year crime reduction. Graph 2 shows that this level was only exceeded in July (344), October (346) and March (342).

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



Burglary (-27.6%), Shoplifting (-20.4%), Theft from Person (-33.3%) and All Other Theft Offences (-8.7%) continue to see reductions compared to last year.

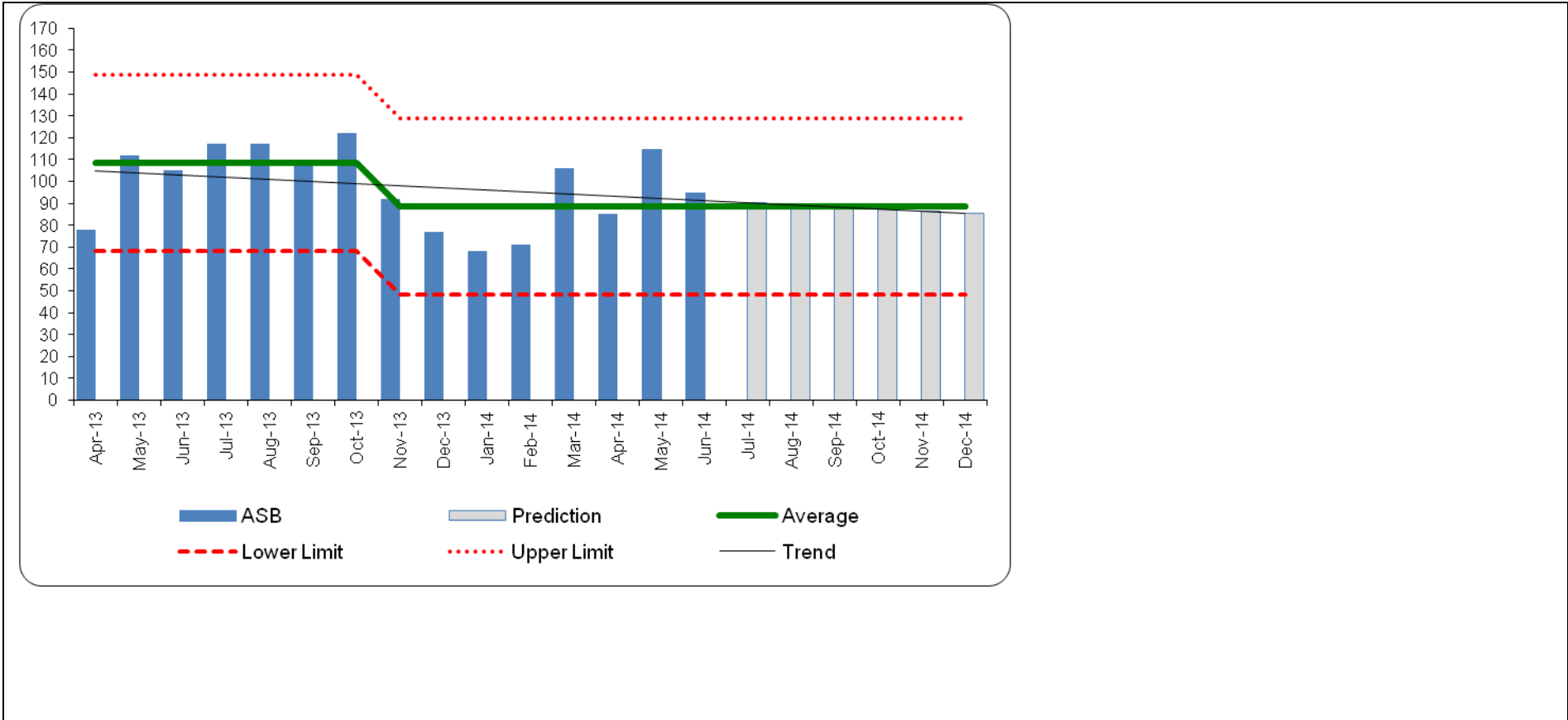
There are reductions in Theft from Licensed Premises (-21.4%), Theft from Café/Coffee Shops (-61.0%) and Theft from Restaurants (-6.5%).

Although there is an 18.4% (+16) increase in Bicycle Theft YTD the June monthly figure shows a reduction. 26 crimes were recorded compared to 44 in the same month last year (Apr 14: 43 and May 14: 34).

10 (+30.3%) more Vehicles Crimes recorded YTD with increases in both Theft of MV and Theft from MV. Low monthly figures between July and December (average 7 per month) could contribute to a further increase.

PERFORMANCE INDICATOR: 1.4.1. Reduce Crime							
TARGET	1.4.1c. To measure victim satisfaction with the recorded outcome of their crime.						
TARGET OWNER	Crime Directorate						
AIM/RATIONALE	<p>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.</p>						
DEFINITIONS	NA						
BASELINE	To be assessed over the course of 2014-15						
MEASUREMENT	Quarterly by survey. (Additional question added to Force Victims of Crime Survey; this measure aims to identify the number of people who are satisfied with the outcome of their crimes where they have not been resolved by a traditional outcome)						
DATA SOURCE	Performance Information Unit (Strategic Development)						
TRAFFIC LIGHT CRITERIA	NA for 2014-15						
TRAFFIC LIGHT	WHITE						
CURRENT POSITION							
58.9% (106/180) of respondents had received a final outcome. 51.9% (55/106) of respondents were satisfied with the outcome of their crime.							
Crime Type	No. Surveyed	No. Satisfied	% Satisfied	Crime Type	No. Surveyed	No. Satisfied	% Satisfied
Assault with Injury	7	2	28.6%	Theft from Person	12	7	58.3%
Assault w/out Injury	1	1	100%	Theft Other	45	26	57.8%
Robbery	1	1	100%	Criminal Damage	1	1	100%
Public Order	2	1	50%	Racial Incidents/Crimes	1	0	0%
Domestic Burglary	0	0	-	<p>The lowest levels of satisfaction related to Cycle Crime (33.3%), Assault with Injury (28.6%) and Vehicle Crime (37.5%). <i>Please note the effect small numbers can have on skewing percentages</i></p>			
Burglary Other	5	3	60%				
Theft from MV	5	2	40%				
Theft of MV	3	1	33.1%				
Cycle Theft	18	6	33.1%				
Theft from Machine	5	4	80%				

PERFORMANCE INDICATOR: 1.5.1. Reduce anti social behaviour within the City												
TARGET	1.5.1a. 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	1173											
MEASUREMENT	Figures from Daris based on Closing Codes 1, 2 and 3. Incident and Attendance.											
DATA SOURCE	PIU											
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											
TRAFFIC LIGHT	AMBER											
CURRENT POSITION												
ASB CALLS												
	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR
2013-2014	78	112	105	117	117	108	122	92	77	68	71	106
2014-2015	85	115	95									
<p>April – June 2013: 295 April – June 2014: 295 No Change</p>												



PERFORMANCE INDICATOR: 1.5.1. Reduce anti social behaviour within the City																																											
TARGET	1.5.1b. 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.																																										
DEFINITIONS	Telephone survey conducted by SPA Future Thinking by telephone to people who have reported ASB and the CAD has been closed on an ASB code.																																										
BASELINES	2013/14 93.1%																																										
MEASUREMENT	By Quarterly 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 RED: Target will not be met																																										
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<table border="1"> <caption>Quarterly Satisfaction Data</caption> <thead> <tr> <th>Quarter</th> <th>Year</th> <th>Satisfaction %</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>11/12</td><td>88.6%</td></tr> <tr><td>Q2</td><td>11/12</td><td>91.9%</td></tr> <tr><td>Q3</td><td>11/12</td><td>96.2%</td></tr> <tr><td>Q4</td><td>11/12</td><td>92.0%</td></tr> <tr><td>Q1</td><td>12/13</td><td>94.0%</td></tr> <tr><td>Q2</td><td>12/13</td><td>90.0%</td></tr> <tr><td>Q3</td><td>12/13</td><td>97.6%</td></tr> <tr><td>Q4</td><td>12/13</td><td>90.0%</td></tr> <tr><td>Q1</td><td>13/14</td><td>90.6%</td></tr> <tr><td>Q2</td><td>13/14</td><td>92.6%</td></tr> <tr><td>Q3</td><td>13/14</td><td>92.3%</td></tr> <tr><td>Q4</td><td>13/14</td><td>97.1%</td></tr> <tr><td>Q1</td><td>14/15</td><td>88.9%</td></tr> </tbody> </table>	Quarter	Year	Satisfaction %	Q1	11/12	88.6%	Q2	11/12	91.9%	Q3	11/12	96.2%	Q4	11/12	92.0%	Q1	12/13	94.0%	Q2	12/13	90.0%	Q3	12/13	97.6%	Q4	12/13	90.0%	Q1	13/14	90.6%	Q2	13/14	92.6%	Q3	13/14	92.3%	Q4	13/14	97.1%	Q1	14/15	88.9%	<p>Q1: 88.9% 24 out of 27 respondents satisfied, 2 dissatisfied, 1 neither satisfied nor dissatisfied.</p> <p>Ease of contact: 96.3% (26/27) Actions taken: 88.9% (24/27) Follow up: 81.8% (9/11) Treatment: 96.3% (26/27) Service provided: 88.9% (24/27)</p>
Quarter	Year	Satisfaction %																																									
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Q1	14/15	88.9%																																									

PERFORMANCE INDICATOR: 1.6.1. Protect the City of London and UK from Fraud	
TARGET	1.6.1a. 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	"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. "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
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 & 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
TRAFFIC LIGHT	WHITE
CURRENT POSITION	
<p>ECD's Strategic Delivery Unit has been working with Opinion Research Services, an independently commissioned social research provider, to refine the survey questions to ensure that the survey structure clearly distinguishes between the three areas of the victim journey: initial contact, contact during the investigation and post-investigation satisfaction. In this way, ECD SDU will be better positioned to interrogate those specific areas of the victim journey that our victims have identified as not having met their expectations or conversely where the service delivered has exceeded expectations. This has delayed the distribution of the Victim Survey to meet the reporting deadlines for the first quarter. A full update will be provided to the next Sub-Committee.</p>	

PERFORMANCE INDICATOR: 1.6.1. Protect the City of London and UK from Fraud	
TARGET	1.6.1b. 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 City fraud crime investigated by 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>“City Fraud Crime” includes all ECD Fraud investigations into fraud or fraud related offences occurring within the city of London. Fraud investigations include Action Fraud crimes disseminated to the City of London.</p> <p>“Point of outcome” is defined as when the offender is brought to justice or when the investigation is closed and categorised in accordance with the HO crime outcomes.</p> <p>“Positive action disruption/prevention is defined as follows:</p> <ol style="list-style-type: none"> 1. A confirmed disruption of a technological or financial fraud enabler. 2. The dissemination of intelligence/information to NFIB for the purposes of compiling Fraud Alerts. Officers do not ordinarily disseminate to NFIB so this measure introduces a new element to Fraud investigations designed to enhance the information available to NFIB when researching information to formulate Alerts. <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. The time however between the dissemination of intelligence/information to NFIB and the dissemination of a “Fraud Alert” is in-determinate and might not even occur. Leaving crime reports open until this outcome can be determined would be detrimental to the reporting of this measure and the effective operation of the investigation teams. However the number of City Fraud Crimes contributing to a Fraud Alert can be reported when it occurs through the year.</p>
BASELINE	This level of service was not applied to City 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	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 City Fraud Crimes where it has not been possible to bring an offender to justice that have some other positive action as defined above. The measure will be shown as a percentage of the total number of City Fraud Crimes reaching

	the point of outcome in the period that have benefited from disruption/prevention positive action against the total number of City Fraud Crimes where an offender has not been brought to justice.												
DATA SOURCE	ECD Business Information Unit												
TRAFFIC LIGHT CRITERIA	New measure traffic light criteria to be set at 6 months.												
TRAFFIC LIGHT	GREEN												
CURRENT POSITION													
Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Total number of City Fraud Crimes reaching point of outcome.	5	2	4										
Cumulative position of City Fraud Crimes reaching Point of outcome.	5	7	11										
Number of City Fraud Crimes reaching Point of outcome with offender disposal.	5	2	3										
Cumulative position of City Fraud Crimes reaching point of outcome with offender disposal.	5	7	10										
Number of City Fraud Crimes reaching point of outcome where Fraud enabler disrupted	0	0	1*										
Number of City Fraud Crimes reaching point of outcome contributing to an ECD Fraud awareness/prevention product	0	0	0										
Number of City Fraud Crimes reaching point of outcome where positive action awaited (See profile update narrative)	0	0	0										
Traffic Light													
*This case resulted in positive action through the disruption of organised crime, prevention of losses to UK victims and potential victims discouraged from paying funds.													

PERFORMANCE INDICATOR: 1.7.1. Providing the national lead against Fraud												
TARGET	1.7.1a. 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	898 (20% of 2013/14 total (748) = 149.60 rounded up to 150. Baseline is 748 + 150 = 898)											
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 RED: Target will not be met											
TRAFFIC LIGHT	GREEN											
CURRENT POSITION												
	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15
Number of attendees attending courses 2014/15	63	104	86									
Comparable month in 2013/14	31	52	0	179	23	81	54	43	12	81	39	153
Cumulative progress towards target (898)	63	167	253									
Traffic light	GREEN	GREEN	GREEN									

PERFORMANCE INDICATOR: 1.7.1. Providing the national lead against Fraud	
TARGET	1.7.1b. 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	Identification = The number of OCGs mapped on the national tracker and accepted as a priority/high priority OCG by OCCC through the MSOC process Managed = owned by, each OCG must have one named owner. Disrupted = Based upon the owner's OCGs disruption process which results in a decrease of the capability to commit serious, organised or complex crime 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'.
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 priority and high priority OCGs: (i) identified; (ii) enhanced by ECD intelligence and knowledge; (iii) owned and disrupted by ECD; and (iv) disrupted by partner agencies following ECD enhancement
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
TRAFFIC LIGHT	WHITE
CURRENT POSITION	

QUARTER	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Total number of priority/High priority OCGs as confirmed to MSOC following quarterly aggregation (A)	607 (49 High Priority/559 Priority)			
Total number of priority/high priority OCGs at (A) using Fraud and Economic Crime (B)	298			
Number of OCGs at (B) where ECD have provided enhanced intelligence and information to assist disruption (C)	1			
Cumulative number of OCGs at (C) where ECD have provided enhanced intelligence and information to assist disruption.	1			
Number of priority/High priority OCGs using Fraud and Economic crime (including those owned by CoLP ECD) <u>disrupted</u> following provision of enhanced intelligence and information by ECD	0			
Traffic Light	WHITE			

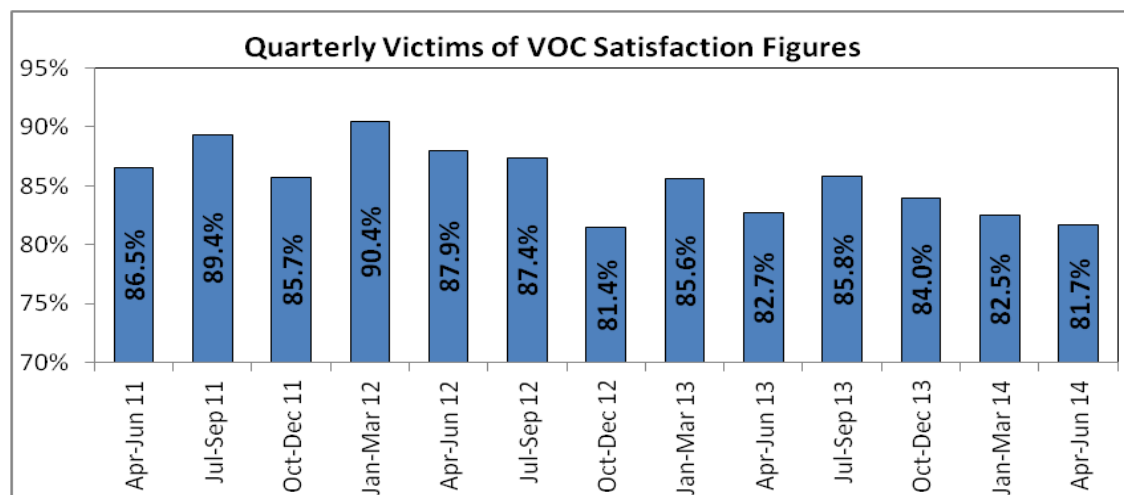
The data required to inform progress against this target is collated, managed and reported quarterly by the Organised Crime and Co-ordination Centre (OCCC). Therefore the table used to evidence attainments against this target has been amended to reflect the quarterly position.

The Force is baselining this measure for the first six months of the year, therefore a traffic light grading is not yet applicable.

PERFORMANCE INDICATOR: 1.7.1. Providing the national lead against Fraud												
TARGET	1.7.1c. 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	£260,294,154.00 - value of fraud prevented at 31 st March 2014.											
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 RED: Target will not be met											
TRAFFIC LIGHT	GREEN											
CURRENT POSITION												
	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14	Nov 14	Dec 14	Jan 15	Feb 15	Mar 15
	£	£	£	£	£	£	£	£	£	£	£	£
Total value of confirmed Fraud enabler disruptions	30,991,692	35,711,128	20,357,628									
Total value of confirmed Fraud enabler disruptions in comparable month 2013/14	623,228	9,419,088	18,100,572									
Cumulative progress towards target (£260,294,154.00)	30,991,692	66,702,820	87,060,448									
Benchmark to achieve target	21,691,195	43,382,391	65,073,586									
Traffic light	GREEN	GREEN	GREEN									

PERFORMANCE INDICATOR: 1.7.1. Providing the national lead against Fraud												
TARGET	1.7.1d. 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 RED: Target will not be met											
TRAFFIC LIGHT	GREEN											
CURRENT POSITION												
	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
% victims completing automated telephone message survey satisfied with service in period	93.03%	92.37%	92.30%									
Combined On-line and automated telephone surveys % of victims satisfied with service in period	92.71%	92.37%*	91.98%									
Traffic light												
*It has now been confirmed that the technical issue experienced by the survey provider in May cannot be rectified which means that the Action Fraud satisfaction figure for that month is only reflective of the contact centre service only and not the online reporting service.												

PERFORMANCE INDICATOR: 1.8.1. Increasing satisfaction with our policing services	
TARGET	1.8.1a. 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	83.9% achievement in 2013/14.
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 RED: Target will not be met
TRAFFIC LIGHT	RED
CURRENT POSITION	

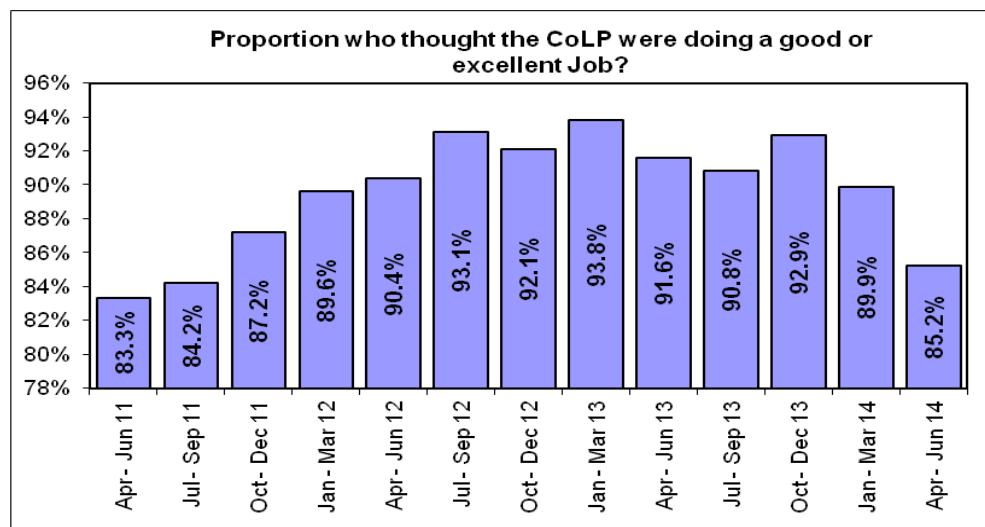


Q1: 81.7% (147 out of 180) of respondents satisfied with Whole Experience.

Ease of contact: 94.8% (145/153)
 Actions taken: 76.7% (138/180)
 Follow up: 82.7% (148/179)
 Treatment: 93.9% (168/179)
 Whole Experience: 81.7% (147/180)

An average of 93% is required for the next three quarters to achieve the target. This level has not been achieved in any quarter over the last three years.

PERFORMANCE INDICATOR: 1.8.1. Increasing satisfaction with our policing services	
TARGET	1.8.1b. 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	91.3% in 2013/14.
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 RED: Target will not be met
TRAFFIC LIGHT	AMBER
CURRENT POSITION	



Q1: **85.2%** (144/169) of respondents thought the police were doing a good or excellent job.

- Excellent: 51
- Good: 93
- Fair: 25
- Poor: 0
- Very Poor: 0