

Committee(s): Police Performance and Resource Management Sub-Committee	Date(s): 21 st October 2015.
Subject: 1 st Quarter Performance against measures set out in the Policing Plan 2015-18	Public
Report of: Commissioner of Police Pol 48-15	For Information

Summary

1. This report summarises performance against the Policing Plan 2015-18 for the first quarter of the 2015-16 financial year.

Measure		TREND
1. The level of specific counter terrorism deployments tasked that are completed	⇒	Stable
2. The level of community confidence that the City of London is protected from terrorism	⇩	Deteriorating
3. The level of evidence-based education and enforcement activities, supporting the City of London Corporation's casualty reduction target	⇒	Stable
4. The number of disposals from manned enforcement activities	⇩	Deteriorating
5. The percentage of those surveyed who are satisfied with the information provided to them about large scale, pre-planned events and how those events were ultimately policed	⇒	Stable
6. The level of victim-based violent crime	⇧	Deteriorating
7. The level of victim-based acquisitive crime	⇒	Stable
8. The level of antisocial behaviour incidents	⇩	Improving
9. The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided	⇩	Deteriorating
10. To ensure City Fraud Crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption	⇒	Stable
11. The attrition rate of crimes reported to Action Fraud	⇧	Improving
12. The number of complaints against Action Fraud	⇒	Stable
13. Level of the National Lead Force's return on investment	⇧	Improving
14. The value of fraud prevented through interventions	⇧	Improving
15. The percentage of victims of fraud who are satisfied with the Action Fraud reporting service	⇒	Stable
16. The level of Force compliance with requirements under the Strategic Policing Requirement	⇒	Stable
17. The level of satisfaction of victims of crime with the service provided by the city of London police	⇩	Deteriorating

18. The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job		Not yet due
<p>Recommendation</p> <p>It is recommended that your Sub Committee receives this report and notes its contents.</p>		

Main Report

Background and Methodology

1. This report presents Force performance against the measures published in your Committee's Policing Plan 2015-18 for the first quarter of the 2015-18 financial year (1st April 2015 – 30th June 2015). All relevant performance information is contained within Appendix 'A'.
2. Members will recall that it was agreed that from April 2015 the Force would no longer set or use targets as a means of assessing performance. This means that the traditional method of reporting performance against whether a particular target has been achieved can no longer be used. Members will, therefore, be given more contextual information to provide assurance that the Force is driving performance in those areas that matter most.
3. For Performance Management Group, measures are graded around whether performance is 'acceptable', 'requires close monitoring' or 'requires action'. For reports to your Sub Committee, it is proposed to provide trend information together with a summary of those areas that the Force considers is of greatest concern (Deteriorating) appearing in the body of the report.
4. As previous performance reports, a broad overview of wider Force performance is also included for Members' information.
5. As this is the first report to your Committee in this format, feedback from Members is welcomed. It is anticipated that how performance is reported without reference to target levels is likely to be an evolving process.

Current Position

Overview of Force Performance

6. A comparison with the same period in 2014-15 shows that between 1st April and 30th June 2015:
 - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at

1133 offences, compared to 1062 offences at the same point last year, an increase of 71 offences or 6.7%.

- Crimes against statute, which includes drugs offences, possession of weapons, public order offences and 'miscellaneous crimes against society'¹, show a decrease compared to last year, 192 offences against 203 (11 fewer offences representing a -5.4% reduction).
 - At the end of June 2015, total notifiable crime was up by 4.7% or 60 more offences (1325 crimes compared to 1265 last year).
7. 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 arrest of a man working suspected of working in a City boiler room and making £1.5m from fraudulent diamond investments;
 - The Force's Forensic Services Fingerprint Enforcement Laboratory received ISO accreditation;
 - The successful prosecution of an organised crime gang involved in a diamond scam
 - The announcement by the Police Intellectual Property Crime Unit that it has diverted more than 10.3m illegal music and film sites to an official police internet page over the past year;
 - The arrest of a man involved in a global Ponzi scheme estimated to be worth tens of millions of pounds;
 - Several Project Servator successes, including:
 - A stop and search that resulted in the discovery of two large suitcases full of cannabis plants;
 - The imprisonment for 3 years and 8 months of an Albanian national trafficking drugs;
 - The imprisonment for 2 years of another Albanian national for supplying cocaine

Performance against measures

8. **Measure 2 - The level of community confidence that the City of London is protected from terrorism.** The first quarter results for this measure are low compared to previous levels over the past year (from 85.7% to 90%). That survey was completed as a 'street survey' which allowed people to explain their answers; the first survey using the new method of email/text, although it reached a far greater sample size (653 respondents compared to an average of 157 last year) was more restrictive in providing those being surveyed with an opportunity to explain their views. That has been rectified for the second survey.

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

9. Those respondents who registered low confidence and who left contact details were subsequently contacted by the Force to gain a better understanding of why they lacked confidence that the City is protected from terrorism. With the exception of two explanations (lack of knowledge of Force actions to address terrorism and police visibility) all of the other factors cited as influencing respondents' views are outside of the Force's control (government budgetary allocation to policing/terrorism, foreign policy, random nature of terrorist attacks etc.).
10. The Force will take action to improve community messaging around counter terrorism activities and the improvements to the way the question will be asked in the future should result in an improving level of confidence over the course of the year.
11. **Measure 4 - The number of disposals from manned enforcement activities.** This is a new measure for 2015/16. It was always anticipated that levels of disposals would fluctuate over the course of the year, however, over the period April to June 2015 the number of stops have reduced, which has resulted in a lower level of disposals (assessed against data for the preceding 3 months). This was principally because officer hours dedicated to the taskforce reduced by almost 60% due to unforeseen abstractions for other operations and training. Abstraction levels will be reduced in future quarters.
12. The targeted stops that have taken place have yielded good results. During April, of the 130 vehicles stopped, 44% were found to have committed offences, that figure rose to 71% of the 136 vehicles stopped during May. During June, 64% of the 93 vehicles stopped were also found to have committed infringements.
13. **Measure 6 - Levels of victim based violent crime.** Members will be aware that this was area was a cause for concern throughout the course of 2014/15. Although there is no formal target for 2015/16, levels continue to rise and it remains therefore a principal areas of focus for the Force.
14. Members will see from Appendix A that at the end of the first quarter the Force recorded a 38.7% increase in the level of victim based violent crime compared to 2014/15 resulting from 60 more offences. This mirrors the situation in Westminster (one of the boroughs the Force compares itself to), London as a whole and indeed nationally. Over the course of the quarter, 56% of the offences were committed during 'nighttime economy' hours.
15. The Force continues to deploy problem solving techniques and targeted operations based on intelligence. Although the City of London is clearly not alone in recording an increase in violent crime, the Force is not in any way complacent regarding the levels of victim based crime. Members can be assured that this will remain a priority area at Performance Management Group. Performance analysis indicates that levels are likely to continue to increase, however, the Force will do everything in its power to ensure any increase is minimised.

16. **Measure 9 - The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided.** At the end of the first quarter, the Force recorded a 70% overall satisfaction rate, based on a sample size of 47 respondents. As ever with such sample sizes, small number changes result in large percentage swings.
17. The level is consistent with the level recorded throughout 2014/15; however, it remains below the average level for other satisfaction measures. The overall level of satisfaction has been impacted by people dissatisfied with the outcome of their case (which is not necessarily anything to do with the level or quality of service provided). The survey also showed a difference between whether a respondent was an individual or a 'corporate entity'. The Economic Crime Directorate (ECD) is using the information from the survey to tailor their response to victims based on victim demographics (i.e. whether the victim is corporate or an individual). ECD are also continuing to explore ways of increasing the pool of respondents.
18. **Measure 17 - The level of satisfaction of victims of crime with the service provided by the city of London police.** The Force ended the first quarter recording an overall satisfaction level of 77.9%. The main reasons for dissatisfaction cited by respondents were the lack of communication from investigating officers and the outcome of their cases. The sample size was 199 respondents, which for the City of London, which includes victims of acquisitive crime. Victims of acquisitive crime are excluded from the Home Office categories used for victim satisfaction (see paragraph 19), however, if the Force chose to use only the Home Office categories, the sample size would be much lower.
19. Using the Home Office categories only (victims of assault, personal robbery, domestic burglary, vehicle crime and racist incidents) the Force recorded a satisfaction level of 86.9% against a national average of 84.6%, which ranked the Force in 12th place nationally.
20. Relevant directorates have been provided with the survey analysis to enable them to take remedial actions, especially in the key area of keeping victims informed of progress.

Conclusion

21. The Force has ended the first quarter with strong performance across the broad range of measures, with only 5 areas of concern at this point in the year. This provides the Force with an opportunity to impact positively on those areas and take any necessary remedial action. Although the Force is no longer setting targets or using targets to assess its performance, Members can be assured that performance continues to be closely monitored and managed through Performance Management Group, with additional scrutiny from your Sub Committee.

Appendix 'A' Performance Summary


Contact:

Stuart Phoenix

020 7601 2213

Stuart.phoenix@cityoflondon.pnn.police.uk

APPENDIX A – PERFORMANCE SUMMARY FOR 1st APRIL – 30th JUNE 2015

Measure 1	The level of specific counter terrorism deployments tasked that are completed																																																																	
AIM/RATIONALE	Security Group meets fortnightly (or as required depending on threat levels) to consider intelligence relating to the threat from terrorism and extremism. Tactical options that align with the pan London Rainbow options are considered and agreed and are then tasked out at that meeting to ensure the Force is doing everything it can to protect the City from the terrorist threat. This measure will assess the level of tasking that are completed by the Force, which together with details of engagement and preventative work, will provide a broad picture of how the Force is supporting delivery of its counter terrorism priority.																																																																	
DEFINITIONS	“Counter Terrorism options tasked” are specific actions tasked by Security Group for completion.																																																																	
MEASUREMENT	This measure will be reported against using the percentage of counter terrorism options tasked that are completed (as assessed by Security Group) The reported measure will be complemented by information detailing: (1) Visibility – providing details of levels of patrolling or specific events with the community; (2) Information – providing details of education or advice provided;																																																																	
DATA SOURCES	UPD/I&I/Crime Directorate																																																																	
ASSESSMENT	STABLE 																																																																	
<p>Main measure Taskings set at the Security Group meeting were:</p> <ul style="list-style-type: none"> • Project Servator - 549 hours/14 arrests/5 FPN's/4 PND's/69 Stop Searches/12 Vehicle seizures. • Assisted by Response Groups and Specialist Support - 239 hours/6 arrests/4 FPN/ 49 Stop Searches/2 vehicle seizures/ • E1 Patrols - 802.11 hours /4FPN/ 4PND/ 5 Stops searches. • Armed foot patrols of Iconic Sites – 464.15 hours • Vehicle Checkpoint – 11.5 hrs <p>Supplementary information: The table below shows the number of attendees for CT education and advice initiatives.</p> <table border="1"> <thead> <tr> <th></th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> </tr> </thead> <tbody> <tr> <td>Number Griffin Attendees</td> <td>73</td> <td>72</td> <td>39</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Percentage consider Force capable</td> <td>100</td> <td>98</td> <td>98</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number Argus Attendees</td> <td>186</td> <td>182</td> <td>130</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Percentage consider Force capable</td> <td>100</td> <td>100</td> <td>100</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Number Griffin Attendees	73	72	39										Percentage consider Force capable	100	98	98										Number Argus Attendees	186	182	130										Percentage consider Force capable	100	100	100									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar																																																						
Number Griffin Attendees	73	72	39																																																															
Percentage consider Force capable	100	98	98																																																															
Number Argus Attendees	186	182	130																																																															
Percentage consider Force capable	100	100	100																																																															

Measure 2	The level of community confidence that the City of London is protected from terrorism
AIM/RATIONALE	The aim of this measure is to provide the Force with data to allow it to assess the impact its counter terrorism work has on feelings of safety amongst the community and the extent to which they are confident that City is protected from terrorism.
DEFINITIONS	NA
MEASUREMENT	Data for this measure will be provided from the iModus surveys, conducted quarterly. The question asked is "On a scale of 1 to 10 (with 1 being no confidence and 10 being completely confident) how confident are you the City of London is protected from terrorism". Responses scoring 7 or above will be regarded as 'confident'. Respondents will be asked they expect from the Force to improve, which can be used to inform operational and communications plans. GUIDE: Over the course of 2014-15, the Force recorded levels ranging from 85% to 90% people surveyed. It is valid to use a numerical guide here as what is being measured is peoples' perception, i.e. no perverse incentives or action can be used to influence performance against this measure
ASSESSMENT	DOWN ↓↓

Respondents rating CoLP ability to effectively police counter terrorism at 7 or above (out of 10).	Qtr 1 - 69%			
--	-------------	--	--	--

Q1. On a scale of 1 to 10, how confident are you that the City of London is protected from terrorism? Where 1 is 'No confidence' and 10 is 'Totally confident'.

653 respondents gave the following answers.

7 or Above: 448 (69%)

6 or Below: 205 (31%)

Number of respondents that gave '5 or Below' but left no contact details: 88 (64%)

Q2. Do you feel reassured that everything is being done to protect the City of London from Terrorism?

620 of respondents gave the following answers.

Yes: 502 (81%)


No: 118 (19%)

Number respondents that said 'No' but left no contact details: 56 (47%)

Q3. Main reasons and/or areas of concern from 'No' respondents to Question 2:

(1) Difficulty of stopping terrorist attacks: 27, **(2)** Low Police Officer numbers/presence: 22 **(3)** Lack of information or knowledge of Police counter terrorism operations: 17

(4) Government Policing Budget: 15, **(5)** UK Policing law and Police operational policies: 6 **(6)**, UK Border controls: 4, **(7)** Low firearms Police Officer numbers: 4, **(8)** Government response to terrorism threat: 2, **(9)** Government foreign policy: 2 **(10)** Other: 15

Measure 3	Levels of evidence based education and enforcement activities, supporting the City of London Corporation's casualty reduction target
Owner	UPD
AIM/RATIONALE	The City of London Corporation is statutorily obliged to lower KSI on the City's roads. The Force has a statutory responsibility to enforce road traffic legislation, which together with its programme of education aimed at road users, should result in safer roads for all.
DEFINITIONS	An evidence-based enforcement or education activity is any activity aimed at road users (drivers, cyclists, motor cyclists and vulnerable road users) intended to educate road users for better or more responsible road use.
MEASUREMENT	Reporting against this measure will entail providing details of activities conducted together with the reasons why those events have taken place and anticipated impact. The City's KSI levels will be provided for information. GUIDE: SATISFACTORY: All planned operations and events are delivered CLOSE MONITORING: 90% - 99% of operations and events are delivered REQUIRES ACTION: 89% or less operations and events are delivered
ASSESSMENT	STABLE 

For the months of April, May and June 2015 – all tasked operations were completed.

Op Atrium

A total of 192 FPN's were issued during this operation. Of that number 117 cyclists, who had received a ticket, attended the Exchanging Places Road Show at Shoe Lane. This Road Show was a joint up working with not only the Corporation of London, but also one of our main construction companies, Skanska at their site. At the Road Show cyclists are given the opportunity to sit in the LGV and look at the driver's view.

Capital Cycle Safe

This scheme is an alternative to a fixed penalty notice for pedal cyclists.

90 Capital Cycle Safe tickets were issued. 61 have completed the online course, the remainder still have time remaining to complete the course.

Op Regina

Uniform Policing have stopped a total of 776 PHV's and 347 Hackney Carriages to check license details. Support Group has been maintaining high profile presence in night time venues. From all of these stops 8.2% of HC's were non-compliant (defects / offences) and 11.8% of PHV's were non-compliant.

Intelligence

From all the vehicles stopped by Police, **94 drivers, (21.3%)**, had PNC CRO record. 3 PHV drivers were disclosed to TfL / TPH with regards CRO's for Battery / Common Assault and unfit driving through Drink or Drugs. **9** drivers are being investigated by the DWP.

Op Falstaff – co-ordinated operation with MPS.

Operation Falstaff is a 15 month-long operation focussing on areas of high casualty rates / problem junctions etc. The intention is to test a range of policing tactics and measure key indicators including collisions, congestion and crime. This operation is intended to create a 'halo' effect over an area greater than the police activity, and to have a lasting effect after activity has finished.

ET and LT weekday rush hours are still our peak times. Officers are deployed 0730hrs – 1030hrs and 1130hrs – 1330hrs to detect and deal with offences and engage with the public in an appropriate and fair manner.

Op Port (June Only)

- 3 x deployments of Plain clothes officers on ND for taxi touts
- 1 x Process of HC driver for taxi touting, obstruction and no insurance
- 2 x Licensed PHV drivers reported for taxi touting offences, and no insurance
- 3 x Intelligence reports submitted
- 1 x Unlicensed driver Process for taxi touting, and no insurance
- COLP Licensing Team on patrol which reduced number of possible touts

Court results from Op Regina / Op Port

Hackney Carriage driver found guilty of fraud by false rep – Conditional Discharge, and fined £100.

Unlicensed driver for taxi touting & no insurance – Disqualified driving for 12 months, total fines £306

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
2014/15	5	9	5	6	3	4	4	4	8	3	5	1	19
2015/16	2	6	2										10

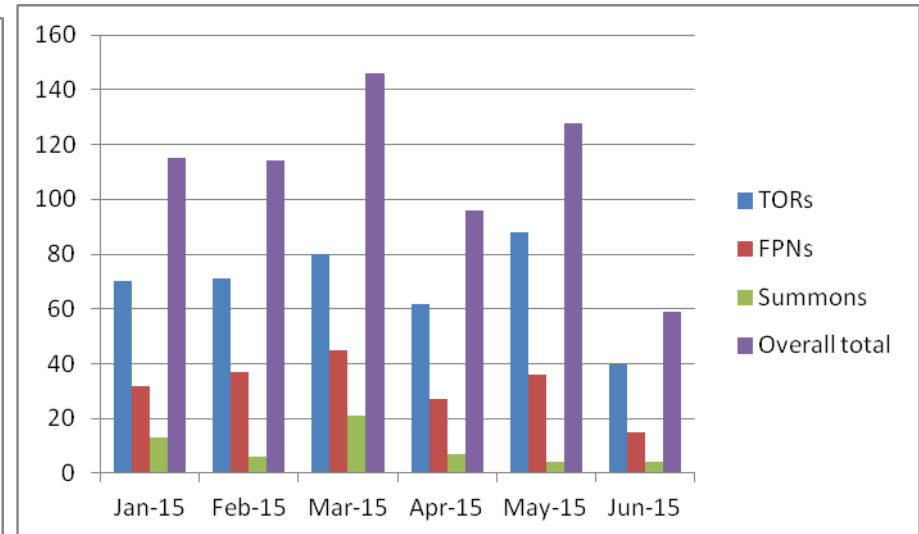
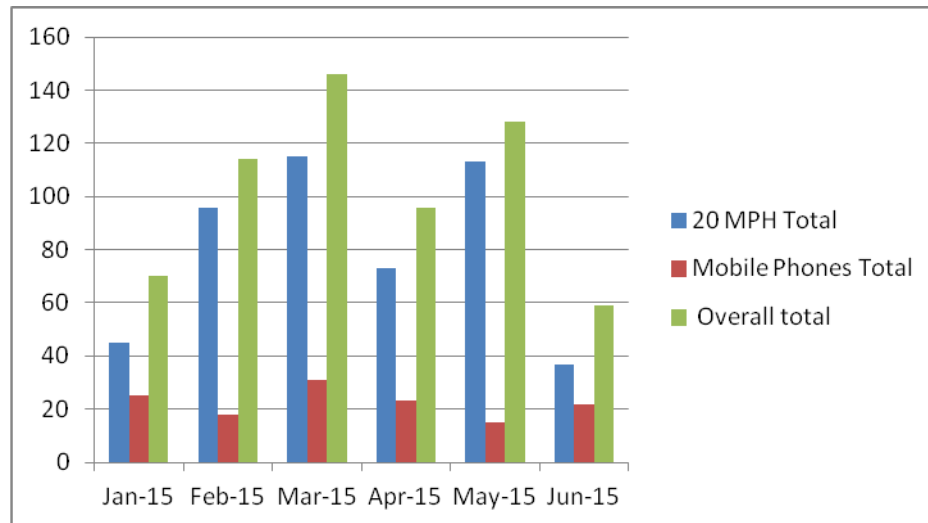
The data is based on the Live CRS system as of 03/07/15


Measure 4	The number of disposals from manned enforcement activities
AIM/RATIONALE	The nationally recognised offences that lead to the vast majority of road traffic collisions (where offending is involved) are seatbelt use, speeding, drink/drug driving and use of a mobile phone whilst driving. Focussing on the primary two (using a mobile phone whilst driving and speeding) will result in a long term change of behaviour of drivers in the City of London. Targeted, evidence-based operations to detect speeding and mobile phone offenders should result in lower impact collision speeds which should reduce injuries, especially serious injuries; fewer distracted drivers should reduce the likelihood of collisions occurring. Within the City, HGVs are also involved in a high proportion of accidents involving vulnerable road users. A dedicated HGV taskforce will deliver bespoke operations targeting HGVs. This measure supports enforcement of the 20mph zone and directly contributes to the Force's support of the City of London's casualty reduction target.
DEFINITIONS	A disposal is (on a sliding scale of seriousness) either a traffic offence report (TOR), fixed penalty notice (FPN) or summons. A consistent monthly trend is one that is within 15% of the rolling monthly average
MEASUREMENT	This measure will be assessed against the number and type of disposals that result from manned enforcement activities. PMG will receive monthly levels of TORs, FPN and summonses that relate to using mobile phones whilst driving and speeding. This will be complemented by a narrative that will detail the results of operations targeting HGVs, including tachograph and driving hours infringements. GUIDE: SATISFACTORY: A consistent or increasing monthly trend of overall disposals CLOSE MONITORING: An inconsistent trend outside of the usual monthly range REQUIRES ACTION: Reducing monthly trend of overall disposals
ASSESSMENT	DOWN ↓
<p>Op Ignition is a long term operation targeting non compliant Commercial Vehicles.</p> <p>During April, 130 vehicles were stopped (84 LGVs, 26 coaches and 20 <3.5T vehicles) – 44% of vehicles stopped had committed offences.</p> <p>During May, 136 vehicles were stopped (116 LGVs, 16 coaches and 14 <3.5T vehicles) – 71% of vehicles stopped had committed offences.</p> <p>During June, 93 Vehicles were stopped. (3 Vehicles <3.5 Tonnes and 90 LGVs) - 64% of all vehicles stopped by the Commercial Vehicle Unit had committed offences.</p> <p>Performance for the quarter is down compared to the period Jan – Mar 2015. This is principally due to poor performance in June when 60% of available officer hours were not being completed due to courses, training and other operational abstractions.</p>	

20 MPH	Jan 2015	Feb 2015	Mar 2015	April 2015	May 2015	June 2015
TORs	32	68	70	56	83	32
FPNs	7	22	31	14	26	3
Summons	6	6	14	3	4	2
Total	45	96	115	73	113	37

Mobile Phones	Jan 2015	Feb 2015	Mar 2015	April 2015	May 2015	June 2015
TORs	6	3	10	6	5	8
FPNs	18	15	14	13	10	12
Summons	1	0	7	4	0	2
Total	25	18	31	23	15	22

Overall total	70	114	146	96	128	59
Quarterly totals	330			283		



Measure 5	The percentage of those surveyed who are satisfied with the information provided to them about large scale, pre-planned events and how those events were ultimately policed.																																		
AIM/RATIONALE	The aim of this measure is to provide the Force with information relating to how satisfied the community is with information received about pre-planned events and satisfaction with how those events were actually policed.																																		
DEFINITIONS	A “pre-planned event” is one where advance notice is given which requires a police plan and subsequent deployment of officers and where CoLP takes on a lead agency role.																																		
MEASUREMENT	<p>Reporting will provide details of engagement/information provided before and during the event, together with the results of iModus VOCAL surveys of those that received the information.</p> <p>GUIDE: Over the past year the Force achieved an average satisfaction level of 88% (ranging from 82% - 93%). It is valid to use a numerical guide here as what is being measured is peoples’ perception, i.e. no perverse incentives or action can be used to influence performance against this measure</p>																																		
ASSESSMENT	STABLE 																																		
<table border="1"> <thead> <tr> <th>Event</th> <th>Date</th> <th>Satisfaction rate</th> <th colspan="3">TREND</th> </tr> </thead> <tbody> <tr> <td>The People’s Assembly Protest</td> <td>June 2015</td> <td>93.86%</td> <td colspan="3">_____</td> </tr> <tr> <td>200th Anniversary of Waterloo</td> <td>June 2015</td> <td>N/A</td> <td colspan="3">_____</td> </tr> <tr> <td>Lord Mayor’s Show</td> <td>November 2015</td> <td>%</td> <td colspan="3">_____</td> </tr> </tbody> </table>						Event	Date	Satisfaction rate	TREND			The People’s Assembly Protest	June 2015	93.86%	_____			200 th Anniversary of Waterloo	June 2015	N/A	_____			Lord Mayor’s Show	November 2015	%	_____								
Event	Date	Satisfaction rate	TREND																																
The People’s Assembly Protest	June 2015	93.86%	_____																																
200 th Anniversary of Waterloo	June 2015	N/A	_____																																
Lord Mayor’s Show	November 2015	%	_____																																
<table border="1"> <thead> <tr> <th>Event</th> <th>People’s Assembly</th> <th></th> <th></th> <th></th> <th>Totals</th> </tr> </thead> <tbody> <tr> <td>Number of responses</td> <td>115</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total Very satisfied</td> <td>57.02%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total Satisfied</td> <td>36.84%</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Satisfaction rate</td> <td>93.86%</td> <td>%</td> <td>%</td> <td>%</td> <td>%</td> </tr> </tbody> </table>						Event	People’s Assembly				Totals	Number of responses	115					Total Very satisfied	57.02%					Total Satisfied	36.84%					Satisfaction rate	93.86%	%	%	%	%
Event	People’s Assembly				Totals																														
Number of responses	115																																		
Total Very satisfied	57.02%																																		
Total Satisfied	36.84%																																		
Satisfaction rate	93.86%	%	%	%	%																														
<table border="1"> <tbody> <tr> <td>Total number of responses</td> <td>115</td> </tr> <tr> <td>Total number satisfied</td> <td>93.86%</td> </tr> </tbody> </table>						Total number of responses	115	Total number satisfied	93.86%																										
Total number of responses	115																																		
Total number satisfied	93.86%																																		

Overall Satisfaction rate	93.86%
---------------------------	--------


18/06/15 the Battle of Waterloo 200 year anniversary.

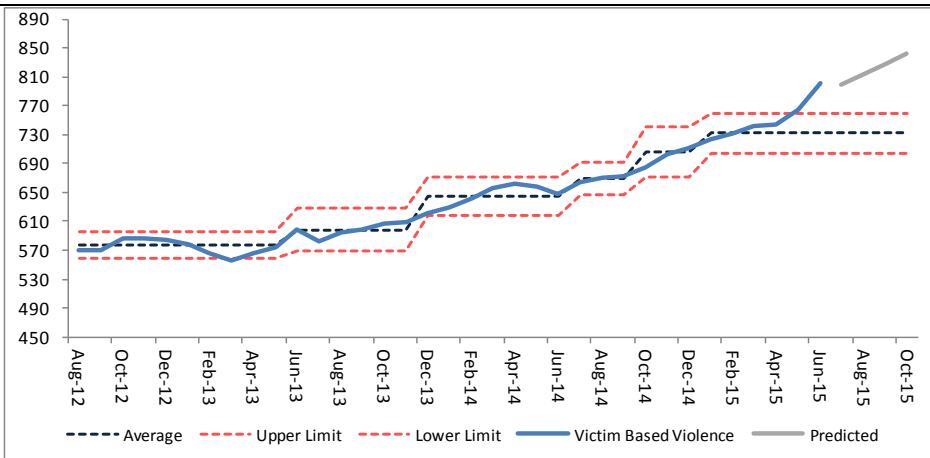
Community Policing with other teams worked together event was without incident and low community impact. Businesses in the area were engaged with beforehand to ensure awareness and appropriate response. It was a non designated event therefore a survey was not conducted.

20/06/15 Peoples Assembly End /OP KINDFOR

Communities Policing led on the community engagement. All Business, residents and events were liaised with, kept informed and reassured. The planned route and perimeter, along with possible break away routes were face to face engaged with. The communication was achieved via numerous platforms (City of London Crime Prevention Association and Sister Banks, CSSC, Griffin Conferencing, iModus, Barbican Talk, our websites as well as social media via corporate comms). This was in addition to calls and visits furthering contact to vulnerable premises and events according to need. Considerable effort to ensure the community were aware of the mass public demonstration and to minimise disruption to the community. Three wedding receptions in the City, the St John's Order at St Pauls, all went ahead on the 20/06/15 and were given complete engagement prior and during. Premises identified as vulnerable were appropriately engaged and two City of London stakeholder meetings were held in addition to the one Met meeting.

An online survey is being conducted and currently the results from the online survey are 93.86 % satisfaction (57.02 % very satisfied and 36.84 satisfied). 4.39 % were neither satisfied nor satisfied, and 1.75% was dissatisfied (although interestingly 33.93% did not use the web-links provided on the information sheets sent via IMODUS & COLCPA and hand delivered.) Officers from Community Policing also policed on the day around St Paul's and Millennium Bridge and provided wedding event liaison.

Measure 6	Levels of victim-based violent crime.											
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to violent crime efficiently and effectively. Victim based violent crime is one of two categories of crime (the other being acquisitive crime) that constitutes the greatest volume of crime.											
DEFINITIONS	<p>“Victim-based violent crime” comprises homicide, violence with injury, violence without injury and sexual offences.</p> <p>“Systemic increase” is one that is 6 consecutive increases above the mean or 4 consecutive increases above a tolerance level</p>											
MEASUREMENT	<p>PMG will receive data around current levels of victim-based violent crime, trend information and analysis. Note: w.e.f. 1st April 2015, crimes under the Malicious Communications Act become notifiable and will be included within the violence without injury category. This will increase the levels of violent crime recorded. During 2014-15 there were 39 such crimes. Reporting performance for 2015-16 therefore will show levels including this category, and not including it so that a direct comparison can be made with the previous year.</p> <p>GUIDE: SATISFACTORY: Reducing trend of victim-based violent crime or within statistical tolerance levels (as indicated monthly on performance charts)</p> <p>CLOSE MONITORING: No stable trends indicated or increase on previous month</p> <p>REQUIRES ACTION: Systemic increase in levels of violent crime</p>											
ASSESSMENT	UP 											
Victim Based Violence	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15 (month)	57	46	52	54	59	52	75	78	77	62	68	70
2015-16 (month)	59	67	89									
Change (month)	2	21	37									
	3.5%	45.7%	71.2%									
2014-15 (YTD)	57	103	155	209	268	320	395	473	550	612	680	750
2015-16 (YTD)	59	126	215									
Change (YTD)	2	23	60									
	3.5%	22.3%	38.7%									
Prediction 15/16 FY End	841	848	911									



Based on reportable data during June 2015 there were 89 victim based violent crimes, (37 more than the same month last year). FYTD stands at 215 crimes compared to 155 last year.

FYTD there are 14 crimes recorded under the Malicious Communications Act. (In June there were 9).

Violent crime continues to show an increasing trend (graph 1). Predictions based on the current 12 rolling month trend suggest the force will end the year with 911 offences (which is an increase of 63 crimes based on last month's prediction) (the upper/lower limits have not been amended within the graph this month as the data is only 4 points above the average and 2 over the 75% limit for trend change).

Figures for June show an increase of 22 from May. There were 14 late reported crimes in June, 7 of these crimes occurred May, meaning the total crimes for May and June would have been similar if reported at the time. 5 incidents in June had more than one victim resulting in 11 crimes. These factors contributed to June 2015 being 37 over 2014.

Rape and Sexual Offences: June shows an increase of 9 Sexual Offences compared to the same period in 2014. A review of offences shows there have been 3 historical offences reported since April 2015. There have also been 4 crimes reported from 2 offences. The increase in sexual offences mirrors a continuing national rise in reporting perhaps indicating a confidence in police and courts and greater encouragement to do so. Based on the 2014 trend it is anticipated that Rape offences will remain constant, whilst Sexual Assaults may fall in July before rising again from August.


Violence with Injury: June shows an increase of 18 offences compared to June 2014. There appears to be no obvious reason for this rise, however it does follow a similar pattern to the MPS where currently Violence with Injury is the only crime type that is above target amongst the MOPAC 7 offences. Indeed Violence with Injury is at its highest level since the 2011/2012 baseline targets were set. Based on the 2014 trend it is anticipated to remain constant for the summer months before rising from October.

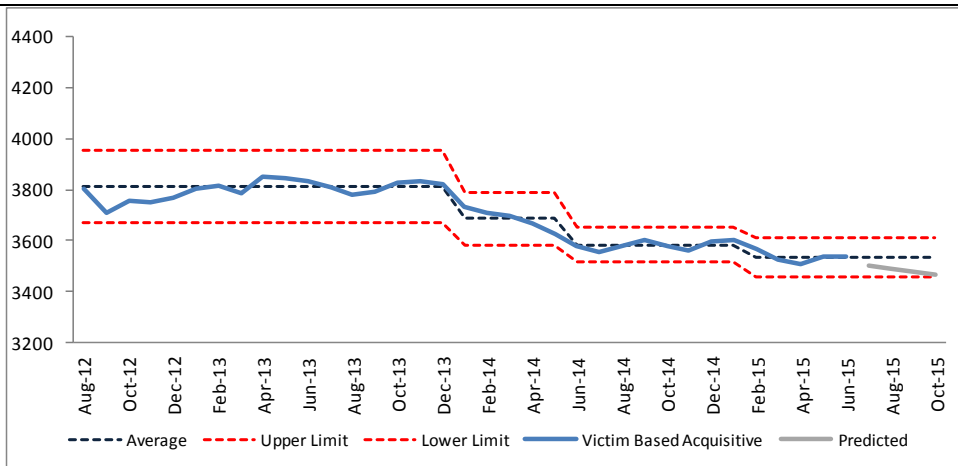
Violence without Injury: June shows an increase of 27 offences compared to June 2014. Some of this increase could be attributed to the fact that from April, Home Office counting rules included Malicious Communication in this category. In June alone there were 9 offences of Malicious Communications. Based on the 2014 trend it is anticipated that offences will continue to rise.

SARA. Enquiries ongoing regarding a company providing CoLP with mobile hot spot data. CoLP liaising with companies regarding awareness training for store detectives. Liaison with PPU with regard to what work was done with local businesses around awareness of sexual offending and reporting.

Offences occurring in the NTE Hours:

- June 2015: 50/89, May 2015: 35/54, April 2015: 21/46

Measure 7	Levels of victim-based acquisitive crime.											
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to acquisitive crime efficiently and effectively. Victim based acquisitive crime represents the Force's largest volume crime area.											
DEFINITIONS	"Victim-based acquisitive crime" comprises robbery, vehicle crime and theft "Systemic increase" is one that is 6 consecutive increases above the mean or 4 consecutive increases above a tolerance level											
MEASUREMENT	Assessment is based on current levels of victim-based acquisitive crime, trend information and analysis. GUIDE: SATISFACTORY: Reducing trend in victim-based acquisitive crime or within statistical tolerance levels (as indicated monthly on performance charts) CLOSE MONITORING: No stable trends indicated or not significant increasing trend REQUIRES ACTION: Systemic increase in levels of acquisitive crime											
ASSESSMENT	STABLE 											
Victim Based Acquisitive	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15 (month)	314	275	272	319	312	302	325	287	297	262	271	299
2015-16 (month)	299	300	276									
Change (month)	-15	25	4									
	-4.8%	9.1%	1.5%									
2014-15 (YTD)	314	589	861	1180	1492	1794	2119	2406	2703	2965	3236	3535
2015-16 (YTD)	299	599	875									
Change (YTD)	-15	10	14									
	-4.8%	1.7%	1.6%									
Prediction 15/16 FY End	3386	3341	3403									



FYTD the Force is showing a 1.6% (+14) increase in victim based acquisitive crime compared to last year, however, this increase is within the control lines (see diagram opposite) and the overall trend is decreasing.

Acquisitive Crime continues to show a decreasing trend (graph 1). Predictions based on the current 12 rolling month trend suggest the force will end the year with 3403 offences.

Shoplifting, Burglary non-dwelling and theft from person are showing an upward trend, where the forecast for shoplifting is +26.6%, Burglary non-dwelling is +16.8% and theft from person is 28.6% (based on 2014/15 finalised figures).

Decrease of 24 crimes from May 2015 to June 2015 can be attributed to reduction in **Shoplifting** offences (approximately decrease of 14 offences) and **Vehicle Crime** (Theft of and From) offences (approximately decrease of 10 offences); equates to a total of 24 crime reduction.

Remaining areas of acquisitive crime remain consistent with previous month's figures.

Burglary Non Dwelling showing increase from the same period in 2014 (from 9 to 23). However, the figures for FYTD are consistent with the same period in 2014. Trend in 2014-15 Force Year was to increase over the summer then decrease from October, on a general downward trend, which reflects the forecasted trend for Force Year 2015/2016.

Current operational activity targeting **shoplifting** and **vehicle crime** are proving successful and should continue to ensure further reductions in the crime areas which initially led acquisitive crime to spike in April and May 2015.

July to October 2014 increase trend is attributed to an increase in Theft offences: **Theft of/from Pedal Cycles** (July and August 2014 increase) and **Theft from the Person** increased from September to December 2014.

FYTD **Theft from the Person** offences are showing an increase in comparison to the same period in 2014. Based on the 2014 trend, it is anticipated this category of offences will continue to increase from July 2015.

Theft of/from Pedal Cycles are showing a slight decrease from the same period in 2014 FYTD, but are expected to increase in July and August 2015 as per previous year's trend.

Op Attrition Since the beginning of May over 480 arrests have been made of the 150 nominals (some nominals have been arrested several times), which has led to several hundred charges, 29 are in custody or have been moved out of the area i.e. via social services and 21 are subject to some sort of order, ASBO/CBO,YRO etc.

Pedal Cycle Thefts SARA. Decrease from last year is getting smaller. Potential rise in offences from July onwards. Prevention tactics to consider: tweets/video around effective locking of pedal cycles (types of locks, methods) and to direct people to CoLP website regarding any upcoming events. Smartwater signage out at selected locations to see if this has any impact.

Crime Directorate Update

Trend in 2014-15 Force Year was for Burglary Non-Dwelling to increase over the summer then decrease from October, on a general downward trend, which reflects the forecasted trend for Force Year 2015/2016.

Close liaison is ongoing by CID with the Integrated Offender Management Teams across the MPS with identified offenders this is working, with limited reoffending by known offenders.

Wards have been requested to discuss with residents of Golden Lane and Barbican to offer crime prevention advice to residents as it appears the thefts of pedal cycles from sheds /garages, have been attributed to Offenders tailgating residents into the premises. Re-circulation of images of unidentified suspects is ongoing through caught on camera publication.

Theft From the Person and Shoplifting are areas of concern.

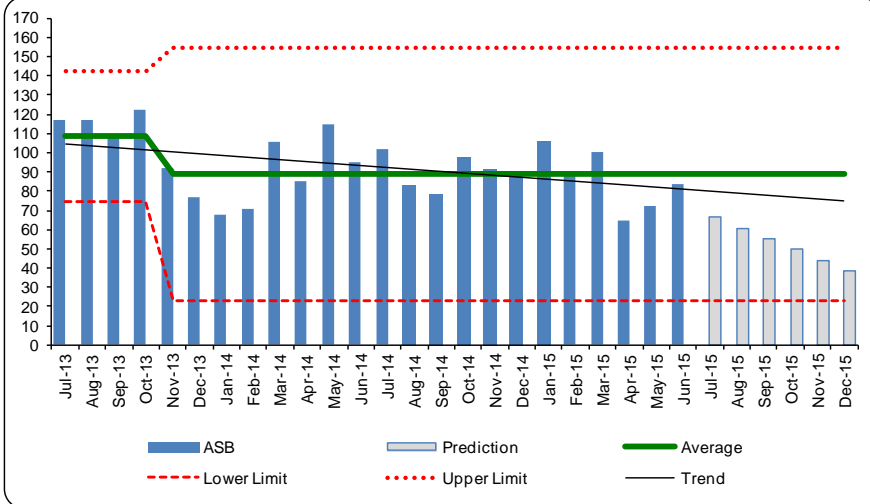
Theft from licensed premises continues and is expected to increase during the summer months, plain clothes and high visibility patrols will be conducted during the summer periods to prevent offences occurring

Shoplifting:

- There were 64 shoplifting offences committed during the review period. The equivalent period in 2013/2014 experienced around 46 offences per month.
- Analysis has also indicated that premises targeted by shoplifters are concentrated around the Gracechurch St/Fenchurch St and King William St locations, all of which offer suspects easy onward travel to a tube or train station.
- The junction of Gracechurch St and Fenchurch St frequently features as the most targeted locations for shoplifting offences. In conjunction with this, there appears also to be a slight concentration of shoplifting offences around the St Paul's area, which again allows easy access to St Paul's LU Station.
- Although crime levels are up persons are being arrested for Shoplifting in this period and charged by UPD.
- The increase can be partly explained by greater reporting of this offence type due to pressure to do this by the British Retail Consortium and better stock taking and shrinkage practices by the retail industry being employed.
- CID table A and the Crime Car are liaising with key premises to provide prevention advice and Stopwatch meetings will be arranged to continue the work of the SARA.
- Additional CID officers will be undertaking Plain clothes patrol at key times to supplement crime squad, a FTCC bid was submitted for additional help and Support Group and Servitor Officers have been assisting Crime squad with their patrols.
- Key offenders and those that are outstanding wanted are also being identified and they will also be targeted.

Crime Category	2014/15		2015/16		Change	
	From	Apr-14	From	Apr-15	Number	%
	To	June-14	To	June-15		
Robbery of Business Property		1		0	- 1	- 100.0%
Robbery of Personal Property		12		7	- 5	- 41.7%
Burglary in a Dwelling		3		5	2	+ 66.7%
Burglary - Non Dwelling		63		86	+ 23	+ 36.5%
Vehicle Offences		49		33	- 16	- 32.7%
Theft from the Person		75		118	+ 43	+ 57.3%
Bicycle Theft		115		93	- 22	- 19.1%
Shoplifting		141		190	+ 49	+ 34.8%
All Other Theft Offences		481		423	- 58	- 12.1%
Victim-Based Acquisitive Crime		939		955	+ 16	+ 1.7%

Measure 8	Levels of antisocial behaviour incidents in the City of London.																																																		
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information (intelligence and statistics) to allow it to manage its response to antisocial behaviour efficiently and effectively. It is a direct outcome measure that indicates the Force's success in addressing and preventing ASB.																																																		
DEFINITIONS	An "ASB incident" is an incident that has been closed on the Daris system using Codes 1, 2 or 3, Incident and Attendance "Systemic increase" is one that is 6 consecutive increases above the mean or 4 consecutive increases above a control level																																																		
MEASUREMENT	<p>Assessment of performance will be based on data around current levels of ASB, trend information and analysis.</p> <p>GUIDE: SATISFACTORY: Reducing trend in levels of antisocial behaviour incidents (as indicated monthly on performance charts) CLOSE MONITORING: No stable trends indicated or not insignificant increasing trend REQUIRES ACTION: Systemic increase in levels of antisocial behaviour incidents</p>																																																		
ASSESSMENT	DOWN ↓↓																																																		
<table border="1"> <thead> <tr> <th></th> <th>APR</th> <th>MAY</th> <th>JUN</th> <th>JUL</th> <th>AUG</th> <th>SEPT</th> <th>OCT</th> <th>NOV</th> <th>DEC</th> <th>JAN</th> <th>FEB</th> <th>MAR</th> </tr> </thead> <tbody> <tr> <td>2014-2015</td> <td>85</td> <td>115</td> <td>95</td> <td>102</td> <td>83</td> <td>78</td> <td>97</td> <td>91</td> <td>88</td> <td>106</td> <td>89</td> <td>100</td> </tr> <tr> <td>2015-2016</td> <td>65</td> <td>72</td> <td>84</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>June 2014 – YTD: 295 June 2015 – YTD: 221 (for this FY 2015/16 data as of the Darius system on 06/07/2015)</p> <p>There was 1 Section 35 Dispersal Orders authorised for 48 hours each in June for Bishopsgate area to reduce ASB across the City and disperse those about to or actually committing ASB from the City for 48 hours.</p>														APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	2014-2015	85	115	95	102	83	78	97	91	88	106	89	100	2015-2016	65	72	84									
	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR																																							
2014-2015	85	115	95	102	83	78	97	91	88	106	89	100																																							
2015-2016	65	72	84																																																




In June Op Big Wing, an engagement involving numerous Community Engagement and Interventions took place:

- A Multi Faith meeting We Stand Together campaign held at Artizan Library bring different cross sections of community together and discussing Prevent.
- Phone Snatch Crime Prevention education and leafleting at key vulnerable areas across the City.
- Cycle theft prevention and safety awareness.
- Enforcement of ASB as a priority issue. Section 35 Dispersal order around Bishopsgate Aldgate encompassing the NE Sector of the City put in place, and resources allocated along with COL enforcement teams, Broadway and substance misuse to tackle nuisance begging, homelessness and ASB in Bishopsgate corridor.
- Road Safety enforcement under Op Atrium linked in with Big Wing targeting road users contravening red Automated Traffic Lights. This day was a day of action for engagement across a number of strands.

There was 1 Section 35 Dispersal Order authorised for 48 hours in June in the Bishopsgate area to reduce ASB across the City and disperse those about to or actually committing ASB from the City for 48 hours.

Op FENNEL the anti Begging operation continued; In June 10 Summons files were submitted for begging and 25 Op Fennel vouchers. OP Fennel successfully targets persistent beggars and offers help with addictions.

MEASURE 9	The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided			
AIM/RATIONALE	This measure focuses on frauds investigated by the Force's ECD. It is not sufficient to be effective in terms of fighting fraud; we are also required to deliver a first class service to victims providing them with the support and help they need at different points in the investigative process.			
DEFINITIONS	<p>"Investigation": - This is all Unifi crime records classified as "Fraud Investigations – Substantive offences recorded in Action Fraud" allocated to ECD Operational Teams</p> <p>"Victim" – Victims include those whose referrals have been adopted for investigation by ECD. Given the nature and duration of economic crime investigations it is highly probable that these victims will have been captured by the Victim Code even if the ultimate outcome is NFA.</p>			
MEASUREMENT	<p>Measurement will be by survey. ECD will have the overall satisfaction figure by the beginning of the second week in the new quarter to report to the Force Performance Monitoring Group. The full report to follow in slower time.</p> <p>GUIDE: Over 2014-15 the Force averaged a satisfaction rate of 65%. It is accepted that whilst performance against this measure improved over the course of the year, the level is low when compared to satisfaction in other areas.</p> <p>SATISFACTORY: Parity with satisfaction levels for other measures (80% - 85%) or greater</p> <p>CLOSE MONITORING: 65% - 79%</p> <p>REQUIRES ACTION: Reducing satisfaction levels or less than the 2014-15 average of 65%</p>			
ASSESSMENT	DOWN ↓			
Measure is reported quarterly				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Number of invitations sent to victims to participate	103			
Number of victims completing survey	47			
Overall satisfaction with initial contact. (Valid responses)	72% (33/46)			
Overall satisfaction with service from ECD officers. (Valid responses)	70% (33/47)			
Overall satisfaction taking the whole experience into account. (Valid responses)	70% (33/47)			
Level of satisfaction in outcome of investigation. (Valid responses)	63% (17/27)			
Cumulative overall satisfaction taking the whole experience into account.	70% (33/47)			
SDU Commentary:				
The ECD Victims of Crime Satisfaction Survey – Q1 2015/16 findings have been considered by the ECD senior managers, who are now implementing a number of recommendations to address the low satisfaction levels. There is a trend which shows the demographics of victims surveyed impact on overall satisfaction levels (e.g. individual v corporate). ECD is developing its victim service to meet the demands of different demographics. The number of respondents is also low resulting in small numbers effecting large percentage swings.				


MEASURE 10	To ensure City Fraud Crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption
AIM/RATIONALE	Ensuring that wherever possible the Force takes positive action with every City Fraud Crime investigated by ECD demonstrating the diverse and high quality service victims can expect from CoLP ECD. This positive action is likely to enhance overall victim satisfaction and the City's standing as a safe and desirable place to live and work.
DEFINITIONS	<p>"City Fraud Crime" includes all ECD Fraud investigations into fraud or fraud related offences occurring within the City of London.</p> <p>"Point of outcome" is defined as when there is an offender disposal or when the crime is closed and categorised in accordance with the HO crime outcomes.</p> <p>"Positive action" is defined as follows:</p> <ol style="list-style-type: none"> 1. When there is an offender disposal. 2. When there is a confirmed disruption of a technological or financial fraud enabler. 3. When the crime contributes to an ECD Fraud awareness/ prevention product.
MEASUREMENT	<p>Measurement will be based upon the number of City Fraud Crimes reaching the Point of outcome benefitting from positive action.</p> <p>GUIDE: SATISFACTORY: All City fraud crimes reaching point of outcome result in positive action CLOSE MONITORING: 95 -99% City fraud crimes reaching point of outcome result in positive action REQUIRES ACTION: 94% or fewer City fraud crimes reaching point of outcome result in positive action</p>
ASSESSMENT	STABLE 
Information on this measure is provided on the following page:	

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Total number of City Fraud Crimes reaching point of outcome in month.	3	2	2								
Cumulative position of City Fraud Crimes reaching Point of outcome.	3	5	7								
Number of City Fraud Crimes reaching Point of outcome in month with offender disposal.	3	1	2								
Number of City Fraud Crimes reaching point of outcome in month where Fraud enabler disrupted.	0	1	0								
Number of City Fraud Crimes reaching point of outcome in month contributing to an ECD Fraud awareness/prevention product.	0	0	0								
Cumulative position of City Fraud Crimes reaching point of outcome resulted with Positive action	3	5	7								


SDU Commentary:

During the data collection period, ECD Operational teams closed 67 Unifi crime records of which 2 constituted a City Fraud Crime. The remaining 65 Unifi crime records were excluded for the following reasons:

47	Investigations were "within the Jurisdiction of the CCC" locus i.e. outside the City of London.
3	Investigations linked to NLF funding stream grouping.
12	Investigations were non qualifying investigation types including confiscations and cash seizures.
3	No crimed and in-correctly recorded

MEASURE 11	The attrition rate of crimes reported to Action Fraud
AIM/RATIONALE	CoLP as the national lead force has a responsibility to improve the police service response to fraud nationally, and the service provided to victims in particular. A key way of measuring this is to ensure that as many victims as possible receive a positive outcome from having reported a crime to Action Fraud. This measure allows an assessment of the overall performance of the end to end process from reports received by Action Fraud, through NFIB data collation and crime packaging to action by police forces.
DEFINITIONS	<p>“Attrition rate”:- This describes the ratio of outcomes to the number of reports received by Action Fraud.</p> <p>“Disseminated reports”:- A crime report received by Action Fraud that has undergone assessment, had intelligence added or deemed viable for investigation and disseminated to a police force or other partner agencies.</p> <p>“Outcome”:- An outcome is determined by the Home Office counting rules and is achieved when a disseminated crime results in outcomes 1-18 (This only applies to police services and only includes those outcomes reported to the NFIB registrar).</p>
MEASUREMENT	<p>The ECD Strategic Delivery Unit (SDU) will report monthly on the number of Action Fraud reports received and disseminated together with the outcomes to produce the attrition rate.</p> <p>GUIDE: SATISFACTORY: Increasing % or stable % of overall performance (outcomes to crimes committed) CLOSE MONITORING: Decreasing trend REQUIRES ACTION: Decreasing systemic trend (consecutive quarter decreases)</p>
ASSESSMENT	UP 

	A	B	C	Percentages - % of outcomes per crimes reported and crimes disseminated and % of crimes disseminated per crimes reported.			Ratios – (X:1) Outcomes and disseminations per crimes reported and Outcomes per crimes disseminated.		
				Outcomes/ Crimes reported (%C/A)	Outcomes/ Disseminations (%C/B)	Disseminations/ Crimes reported (%B/A)	Crimes reported/ Outcomes (% A/C)	Disseminations/ Outcomes (B/C)	Crimes reported/ Disseminations (A/B)
	Crimes Reported	Disseminations	Outcomes						
Q1 2013/14	57,736	9,674	971	1.7%	10.0%	16.8%	59.46:1	9.96:1	5.97:1
Q1 2014/15	56,240	14,283	2588	4.6%	18.1%	25.4%	21.73:1	5.52:1	3.94:1
Q1 2015/16	63,156	18,620	7077	11.2%	38%	29.5%	8.92:1	2.63:1	3.39:1
YTD	63,156	18,620	7077	11.2%	38%	29.5%	8.92:1	2.63:1	3.39:1





MEASURE 12	The number of complaints against Action Fraud
AIM/RATIONALE	As the national fraud reporting centre Action Fraud has the responsibility to provide a first class service to fraud victims. Addressing dissatisfaction and complaints is a key priority to maintaining both reporting and confidence levels in the service. Reducing complaints of this nature will indicate the extent that Action Fraud is listening to victim needs and improving service levels.
DEFINITIONS	<p>“Overall number of Customer Complaints”: - This refers to the percentage of fraud reporting victims, who have submitted a complaint in relation to an aspect of the service received by Action fraud.</p> <p>Types of complaints received:</p> <ul style="list-style-type: none"> • Lack of update – When the victim hasn’t been updated on the status of their report, • Dissatisfaction with a letter received – No satisfied with the content/tone of status update letters • Quality of communication with the contact centre – Poor standards of service • Dissatisfaction with a specific aspect of the action fraud process- such as the criteria used to determine whether a report qualifies as a report of fraud.
MEASUREMENT	<p>PMG will receive monthly reports of the number of fraud reporting victims that have submitted a complaint, the number of complaints resolved and the outstanding number</p> <p>GUIDE: SATISFACTORY: Reducing trend CLOSE MONITORING: Increase on previous month or no stable trend REQUIRES ACTION: Systemic increasing trend (3 consecutive monthly increases)</p>
ASSESSMENT	STABLE 


Full information on this measure is provided on the following page:

AF complaints (received via PSD and MPs' letters)												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
New complaints received 2014/15	7	10	15	21	21	23	28	33	24	20	24	15
New complaints received 2015/16	13	16	16									
Cumulative total	13	29	45									
New MP's letters received	7	2	9									
Cumulative total	7	9	18									
Complaints resolved	12	11	7									
MP's letters resolved.	16	8	8									
Complaints outstanding	1	10	9									
MP's letters outstanding	7	2	1									


SDU commentary:

The number of new complaints has remained largely constant. It should however, be noted that the volume of new complaints received remains lower than the 2014/15 monthly average of 20. Furthermore the number of complaints outstanding has decreased in June.

MEASURE 13	Level of the National Lead Force's return on investment										
AIM/RATIONALE	It is not sufficient to be effective in terms of fighting fraud; the NLF is also required to be efficient, representing a good return on investment. This measure allows for an assessment of the cost of the resources invested against the monetary value of the fraud prevented.										
DEFINITIONS	<p>"Return ": - The value of money saved by ECD activities</p> <p>"Investment ":- The total amount of money spent on ECD activities</p> <p>"Return on investment":- The amount of money saved by ECD for every pound of money spent</p>										
MEASUREMENT	<p>The ECD ROI figure is calculated using the same methodology employed by most organisations who want to illustrate a "potential" value of services provided to Stakeholders in monetary terms. The total amount of money saved as a result of ECD activities is divided by the total amount of money spent in order to provide the total estimated pound saved figure. The assumption is that for every pound spent ECD save stakeholders and the public (an estimated) 'x' amount of money.</p> <p>The elements that constitute savings include;</p> <ul style="list-style-type: none"> • Projected monetary value of future fraud loss saved by disrupting technological enablers of crime • The pound value of criminal asset denial through to recovery • Projected pound value of future fraud loss saved by ECD Enforcement Cases <p>GUIDE: SATISFACTORY: Increasing value of ROI CLOSE MONITORING: Decreasing trend REQUIRES ACTION: Systemic decreasing trend (consecutive quarterly decreases)</p>										
ASSESSMENT	UP 										
<table border="1"> <thead> <tr> <th></th> <th>Q4 2014/15</th> <th>Q1 2015/16</th> </tr> </thead> <tbody> <tr> <td>ROI</td> <td>£23.51</td> <td>£37.49</td> </tr> <tr> <td>Trend – Comparison to previous quarter</td> <td></td> <td></td> </tr> </tbody> </table>				Q4 2014/15	Q1 2015/16	ROI	£23.51	£37.49	Trend – Comparison to previous quarter		
	Q4 2014/15	Q1 2015/16									
ROI	£23.51	£37.49									
Trend – Comparison to previous quarter											


MEASURE 14	The value of fraud prevented through interventions										
AIM/RATIONALE	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).										
MEASUREMENT	<p>PMG will receive data monthly detailing the total value of confirmed fraud enabler disruptions. The amounts reported will be the £ value calculated from agreed definitions produced by NFIB that can be attributed to the disruption of a web site or bank account multiplied by the number of confirmed interventions in the period. Comparative and trend information will be provided with previous month and longer term.</p> <p>GUIDE: The monthly average value over 2014-15 was £30,688,000 in a range from c. £20m to £43m, therefore a significant tolerance should be allowed to accommodate monthly fluctuations. A systemic reducing trend is one that reduces for 3 or more consecutive months.</p> <p>SATISFACTORY: Within 15% of the monthly average (£26m - £35m) CLOSE MONITORING: Reducing trend REQUIRES ACTION: Systemic reducing trend or greater than 15% reduction to the monthly average</p>										
ASSESSMENT	UP 										
	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16
Total value of confirmed Fraud enabler disruptions	£33,421,826.00	£23,699,676.00	£36,113,674.00	£	£	£	£	£	£	£	£
Total value of confirmed Fraud enabler disruptions in comparable month 2013-14	£30,991,692.00	£35,711,128.00	£20,357,628.00	£	£	£	£	£	£	£	£
Cumulative 2014-15	£30,991,692.00	£66,702,820.00	£87,060,448.00	£	£	£	£	£	£	£	£
Cumulative 2015-16	£33,421,826.00	£57,121,502.00	£93,205,176.00	£	£	£	£	£	£	£	£
Trend on previous month	↑	↓	↑								
Trend on cumulative total	N/A	↓	↑								

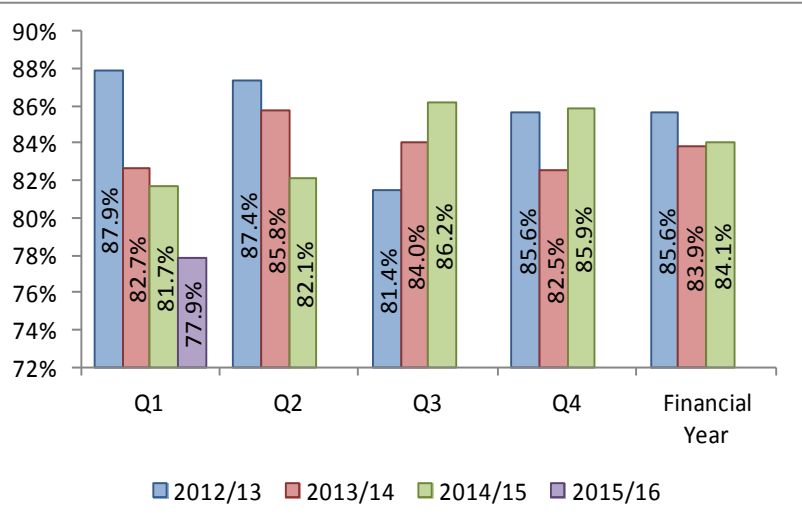
--

MEASURE 15	The percentage of victims of fraud who are satisfied with the Action Fraud reporting service
AIM/RATIONALE	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 took full responsibility for Action Fraud in 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.
MEASUREMENT	Quarterly by survey. PMG will receive data detailing the number of reports to Action Fraud in the reporting period, the percentage satisfaction of victims using the online survey and the percentage satisfaction of victims using the telephone survey. The victim survey is conducted at the conclusion of the initial reporting the crime and can be completed online or over the phone. GUIDE: Over the course of 2014-15 the Force achieved an average satisfaction level of 92% with little monthly variation.
ASSESSMENT	STABLE 

	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Number of reports (crime and Information) to AF in period	32,009	34,547	37,295								
Combined On-line and automated telephone surveys % of victims satisfied with service in period	92.00%	92.09%	91.87%								
Cumulative combined On-line and automated telephone surveys % of victims satisfied with service in period	92.00%	92.05%	91.99%								

Trend	→	→	→										
-------	---	---	---	--	--	--	--	--	--	--	--	--	--

MEASURE 16	The level of Force compliance with requirements under the Strategic Policing Requirement																																				
AIM/RATIONALE	Along with its obligations to provide an efficient and effective policing service to the City of London, the Force has regional and national obligations to respond to the most serious threats that extend beyond force boundaries, which is articulated by the Strategic Policing Requirement. It is a Force priority to support the SPR and the purpose of this measure is to provide reassurance that the Force has the required levels of capacity and capability to meet its obligations under the SPR.																																				
DEFINITIONS	NA																																				
MEASUREMENT	<p>A quarterly assessment will be made by Strategic Development regarding the level of compliance with College of Policing toolkits for Counter Terrorism; Civil Emergencies; Public Order; Serious Organised Crime; and Cyber Crime and progress against any outstanding HMIC recommendations</p> <p>SATISFACTORY: All toolkits fully up to date and all recommendations on track to be delivered within due date CLOSE MONITORING: Toolkits completed but review overdue REQUIRES ACTION: : Toolkits not complete and/or recommendations not implemented by due date</p>																																				
DATA SOURCE	Strategic Development																																				
ASSESSMENT	STABLE 																																				
<table border="1"> <thead> <tr> <th colspan="3">Toolkits</th> <th colspan="2">HMIC Reports</th> </tr> </thead> <tbody> <tr> <td>Counter Terrorism</td> <td>Current (review due June 2015)</td> <td>REVIEWED - SATISFACTORY</td> <td>SPR (National)</td> <td>6 recommendations, all implemented, 0 outstanding</td> </tr> <tr> <td>Serious Organised Crime</td> <td>Current (review due November 2015)</td> <td>SATISFACTORY</td> <td>SPR (City of London)</td> <td>No separate recommendations made</td> </tr> <tr> <td>Large Scale Cyber Incident</td> <td>Current (review due January 2016)</td> <td>SATISFACTORY</td> <td>Public Order</td> <td>No separate recommendations made</td> </tr> <tr> <td>Civil Emergencies</td> <td>Current (review due September 2015)</td> <td>SATISFACTORY</td> <td>Cyber Crime</td> <td>No separate recommendations made</td> </tr> <tr> <td>Public Order</td> <td>Current (review due September 2015)</td> <td>SATISFACTORY</td> <td></td> <td></td> </tr> <tr> <td>Child Sexual Abuse</td> <td>No toolkit yet produced</td> <td>SATISFACTORY*</td> <td></td> <td></td> </tr> </tbody> </table>			Toolkits			HMIC Reports		Counter Terrorism	Current (review due June 2015)	REVIEWED - SATISFACTORY	SPR (National)	6 recommendations, all implemented, 0 outstanding	Serious Organised Crime	Current (review due November 2015)	SATISFACTORY	SPR (City of London)	No separate recommendations made	Large Scale Cyber Incident	Current (review due January 2016)	SATISFACTORY	Public Order	No separate recommendations made	Civil Emergencies	Current (review due September 2015)	SATISFACTORY	Cyber Crime	No separate recommendations made	Public Order	Current (review due September 2015)	SATISFACTORY			Child Sexual Abuse	No toolkit yet produced	SATISFACTORY*		
Toolkits			HMIC Reports																																		
Counter Terrorism	Current (review due June 2015)	REVIEWED - SATISFACTORY	SPR (National)	6 recommendations, all implemented, 0 outstanding																																	
Serious Organised Crime	Current (review due November 2015)	SATISFACTORY	SPR (City of London)	No separate recommendations made																																	
Large Scale Cyber Incident	Current (review due January 2016)	SATISFACTORY	Public Order	No separate recommendations made																																	
Civil Emergencies	Current (review due September 2015)	SATISFACTORY	Cyber Crime	No separate recommendations made																																	
Public Order	Current (review due September 2015)	SATISFACTORY																																			
Child Sexual Abuse	No toolkit yet produced	SATISFACTORY*																																			
<p>*A preparedness review of child sexual abuse has taken place and was reported to the June SMB, however that will need to be reviewed when a CSA assessment toolkit is produced by the College of Policing (date currently unknown).</p>																																					

MEASURE 17	Levels of satisfaction of victims of crime with the service provided by the city of London police.																														
AIM/RATIONALE	The aim of this measure is to provide the Force with sufficiently detailed information to manage the quality of its service provision to the victims of crime. Although victim satisfaction surveys are a statutory requirement, they provide an essential indicator of the level of professionalism the Force portrays and provides.																														
DEFINITIONS	“Victim of crime” are victims of violent crime (except sexual offences), vehicle crime, acquisitive crime and criminal damage																														
MEASUREMENT	<p>PMG will receive quarterly reports of the results of survey results with comparative and trend information. Quarterly results will be broken down to report satisfaction with regard to ease of contact; actions taken; follow up; treatment; and whole experience. Whilst PMG can direct action in relation to any of those categories, the principal measure will be the results for whole experience.</p> <p>GUIDE: Over 2014-15 the average for whole experience was 84.1%. This is lower than previous years, which averaged closer to 85%. It is valid to use a numerical guide here as what is being measured is peoples’ perception, i.e. no perverse incentives or action can be used to influence performance against this measure</p> <p>SATISFACTORY: 85% - 100% CLOSE MONITORING: 80% - 84% REQUIRES ACTION: Less than 80% or reducing trend</p>																														
ASSESSMENT	DOWN ↓																														
 <table border="1"> <caption>Satisfaction Levels by Quarter and Financial Year</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Financial Year</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>87.9%</td> <td>87.4%</td> <td>81.4%</td> <td>85.6%</td> <td>85.6%</td> </tr> <tr> <td>2013/14</td> <td>82.7%</td> <td>85.8%</td> <td>84.0%</td> <td>82.5%</td> <td>83.9%</td> </tr> <tr> <td>2014/15</td> <td>81.7%</td> <td>82.1%</td> <td>86.2%</td> <td>85.9%</td> <td>84.1%</td> </tr> <tr> <td>2015/16</td> <td>77.9%</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>2015/16 Q1 Results Ease of contact: 90.9% (150/165) Actions taken: 71.4% (140/196) Follow up: 80.9% (161/199) Treatment: 91.5% (182/199) Whole Experience: 77.9% (155/199)</p> <p>The quality of service data for Q1 2015/16 has been corrupted by the force's independent survey company (SPA); as such, it is not possible to attribute individual feedback comments to each area of satisfaction. This issue notwithstanding, efforts to rectify this drop in performance have commenced, although changes to procedures and practice may take one or two quarters to show an impact.</p>		Year	Q1	Q2	Q3	Q4	Financial Year	2012/13	87.9%	87.4%	81.4%	85.6%	85.6%	2013/14	82.7%	85.8%	84.0%	82.5%	83.9%	2014/15	81.7%	82.1%	86.2%	85.9%	84.1%	2015/16	77.9%				
Year	Q1	Q2	Q3	Q4	Financial Year																										
2012/13	87.9%	87.4%	81.4%	85.6%	85.6%																										
2013/14	82.7%	85.8%	84.0%	82.5%	83.9%																										
2014/15	81.7%	82.1%	86.2%	85.9%	84.1%																										
2015/16	77.9%																														

MEASURE 18	The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job
AIM/RATIONALE	This measure assesses the public's perception of the Force, based on people who probably have not been a victim of crime but are part of the City of London community, be it in the capacity of resident, worker, or business. It will use a different survey from the Street Survey.
DEFINITIONS	NA
MEASUREMENT	<p>The measure will be assessed by twice yearly 'customer' surveys conducted for the customer work stream of City Futures which assesses a range of service outcomes, from feeling of safety during the day and after dark to how well the public feel the Force is performing.</p> <p>GUIDE: SATISFACTORY: 85% - 100% CLOSE MONITORING: 80% - 84% REQUIRES ACTION: Less than 80% or reducing trend</p> <p>Note: data for this survey was provided by the street survey, which has been discontinued. At the end of the third quarter, the year to date performance was 87.6%.</p>
DATA SOURCE	Customer Satisfaction Survey
ASSESSMENT	
This measure will be reported in the second quarter report.	