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| Committee(s): Police Performance and Resource Management Sub-Committee | Date: 31 st May 2016 |
| Subject: 4 th Quarter Performance against measures set out in the Policing Plan 2015-18 | Public |
| Report of: Commissioner of Police Pol 21-16 | For Information |

Summary

1. This report summarises performance against the measures in the Policing Plan 2015-18 for the period 1st April 2015 to 31st March 2016.

| Measure | TREND Qtr1 | TREND Qtr 2 | TREND Qtr 3 | TREND Qtr 4 |
|--|---------------|----------------|----------------|----------------------------------|
| 1. The level of specific counter terrorism deployments tasked that are completed | Stable | Stable | Stable | Stable Positive ¹ |
| 2. The level of community confidence that the City of London is protected from terrorism | Deteriorating | Improving | Deteriorating | Improving |
| 3. The level of evidence-based education and enforcement activities, supporting the City of London Corporation's casualty reduction target | Stable | Stable | Stable | Stable Positive |
| 4. The number of disposals from manned enforcement activities | Stable | Improving | Stable | Improving |
| 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 | Stable | Improving | No survey in 4 th qtr |
| 6. The level of victim-based violent crime | Deteriorating | Deteriorating | Deteriorating | Deteriorating |
| 7. The level of victim-based acquisitive crime | Stable | Improving | Improving | Improving |
| 8. The level of antisocial behaviour incidents | Improving | Improving | Improving | Improving |
| 9. The percentage of victims of fraud investigated by the Economic Crime Directorate who are satisfied with the service provided | Deteriorating | Improving | Improving | Stable Negative |
| 10. To ensure City Fraud Crime, investigated by ECD results in a positive action whether through offender disposal, prevention or disruption | Stable | Stable | Stable | Stable Positive |
| 11. The attrition rate of crimes reported to Action Fraud | Improving | Improving | Improving | Stable Positive |
| 12. The number of complaints against Action Fraud | Stable | Deteriorating | Improving | Stable Negative |
| 13. Level of the National Lead Force's return on investment | Improving | Improving | Improving | Deteriorating |

¹ The 'Positive' and 'Negative' sub descriptors shown against the 'Stable' descriptors, give an indication of the quarterly direction of performance, which in these cases is not significant enough to qualify for 'Improving' or 'Deteriorating'. Members requested this at the last Sub Committee.

| | | | | |
|---|---------------|------------------|---------------|--------------------------------|
| 14.The value of fraud prevented through interventions | Improving | Improving | Improving | Improving |
| 15.The percentage of victims of fraud who are satisfied with the Action Fraud reporting service | Stable | Not available | Not available | Not available |
| 16.The level of Force compliance with requirements under the Strategic Policing Requirement | Stable | Stable | Stable | Stable Positive |
| 17.The level of satisfaction of victims of crime with the service provided by the city of London police | Deteriorating | Improving | Stable | Stable Positive |
| 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 | Results in Qtr 3 | Deteriorating | Next survey not until Oct 2016 |

Recommendation

It is recommended that your Sub Committee receives this report and notes its contents.

Main Report

Background

1. This report presents Force performance against the measures published in your Committee's Policing Plan 2015-18 at the end of the 2015-16 financial year (1st April 2015 – 31st March 2016). All relevant performance information is contained within Appendix 'A'.
2. For Performance Management Group, measures are graded around whether performance is 'satisfactory', '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.
3. As previous performance reports, a broad overview of wider Force performance is also included for Members' information.

Current Position

Overview of Force Performance

4. A comparison with the same period in 2014-15 shows that between 1st April 2015 and 31st March 2016:
 - Total victim-based crime (which includes violence against the person, sexual offences, robbery, burglary, theft and criminal damage) stood at 4365 offences, compared to 4492 offences at the same the previous year, a decrease of 127 offences (-2.8% reduction).

- Crimes against statute, which includes drugs offences, possession of weapons, public order offences and 'miscellaneous crimes against society'², increased compared to 2014/15, having recorded 862 offences against 826 (36 more offences representing a 4.4% increase).
 - At the end of March 2016, however, total notifiable crime was down by -1.7%, 91 fewer offences (5227 crimes compared to 5318 the previous year). This represents the
5. In addition to those items reported in this year's previous reports to your Sub Committee, notable Force achievements and activities during the period 1st January and 31st March 2016 include:
- An investigation by the Insurance Fraud Enforcement Department (IFED) resulted in the imprisonment of a man for 3 years for attempting to defraud 2 insurance companies;
 - The arrest of 3 men in on suspicion of being part of a gang that made £3m from running a City of London based boiler room, selling fake investments in rare metals;
 - The imprisonment of 6 people who were members of an eastern European criminal gang, with sentences ranging from 2.5 to 7 years following an investigation by the London Regional Fraud Team (City of London Police, MPS, BTP and the NCA);
 - Following an intervention by the Commercial Vehicle Unit, a man was sentenced for drug driving whilst operating an unsafe lorry in the City; and
 - A major 3 year investigation targeting criminals engaged in money laundering resulted in 35 convictions and the confiscation of £5.1m of criminal funds.

Performance against measures

6. **Measure 2 - The level of community confidence that the City of London is protected from terrorism.** Whilst the fourth quarter survey returned an improved result on quarter three, the cumulative average for the year was 66.8%, which is significantly below last year's level. Respondents were once again provided with an opportunity to explain their views, and reasons cited remained as previously reported to your Sub Committee, i.e. opinions were influenced by the terrorist attacks in November last year and later in Brussels.
7. Given that respondents had provided feedback in previous surveys about issues outside of the Force's control, a second question was posed for the quarter three and four surveys. That question asked whether people feel reassured by the work done by the City of London Police to protect the City of London from terrorism. That response to that question was very different, with 90.4% of respondents saying the felt reassured.

² These crimes include prostitution, going equipped for stealing, perjury, perverting the course of justice, and possession of false documents, amongst others.

8. **Measure 6 - Levels of victim based violent crime.** Throughout the year levels of victim based violent crime increased, which has consequently remained a principal area of focus for the Force.
9. Members will see from Appendix A that at the end of the fourth quarter the Force recorded a 20.8% increase in the level of victim based violent crime compared to 2014/15, as a result of recording 156 more offences (906 offences this financial year compared to 750 for 2014/15). This represents the lowest level of increase this year (quarter 1 ended at 43.2%, quarter 2 at 34.6% and quarter 3 at 25.3%). The 906 crimes recorded were also slightly below the end of year predicted level of 910, which had also fallen from the high of 1005 predicted at the end of September 2015.
10. The 20.8% increase is better than that achieved nationally, which has been reported at 27% by the ONS. The national level was principally driven by increases in the 'violence without injury' sub-category, which showed a 37% increase. This has been mirrored in the City, with that category recording the largest increase.
11. The majority of violence with injury offences continues to be committed during the night time economy (NTE) hours of 2000-0600 and are linked to licensed premises. Within the violence without injury category, most were common assaults (slightly more during the NTE hours than daytime hours) and harassment offences (mainly daytime hours).
12. 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. As previous reports have highlighted, the Force would like to assure Members that this will remain a priority area at Performance Management Group. Although analysis indicates that levels are likely to continue to increase the Force will do everything in its power to ensure any increase is minimised.
13. **Measure 13 - Level of the National Lead Force's return on investment.** The ROI figure for Q4, whilst much lower than the previous two quarters, but is similar to the figure for Q4 the previous year. The Q2 and Q3 amounts were very high due to the number of qualifying cases in those quarters and the fact that one of the cases alone recovered over £4m. The comparatively low amount for Q4 has been compounded by the fact that during that quarter, the decrease of the ROI is attributed to the "future fraud saved by ECD enforcement cases" portion of the savings element of the calculation. The overall volume and value of cases that qualified for this savings element of the calculation within quarter 4 was significantly lower than the previous two quarters, hence the low value. One quarter's ROI value is not enough to establish whether this is likely to develop into a cause for concern. Given it mirrors the situation in 2014/15, the figure may well recover in Q1 of 2016/17.

14. **Measure 15 - The percentage of victims of fraud who are satisfied with the Action Fraud reporting service.** As reported in the previous two reports to your Sub Committee, data for this measure has been affected by the company providing the reporting service (BBS) going into administration during the autumn of 2015. The replacement interim company, Concentrix, was not able to obtain this data and it was therefore necessary to suspend this measure for the remainder of the 2015/16 financial year.
15. **Measure 18 - The percentage of people surveyed who believe the police in the City of London are doing a good or excellent job.** Only one annual perception survey is now completed, therefore the details that follow are as quarter 3. The customer survey carried out in November/December had 371 respondents. 80.2% felt the Force are doing a good or excellent job. This is noted as deteriorating as it is below the average recorded for 2014/15. Of those that expressed a preference, only 7.3% expressed dissatisfaction with how the City of London is policed. 12.5% of respondents expressed no opinion either way.
16. The next perception survey will take place in late 2016.

Background Papers:

- **Appendix 'A' Performance Summary**

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APPENDIX A – PERFORMANCE SUMMARY FOR 1st APRIL – 31st MARCH 2016

| 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 | <p>This measure will be reported against using the percentage of counter terrorism options tasked that are completed (as assessed by Security Group)</p> <p>The reported measure will be complemented by information detailing:</p> <ul style="list-style-type: none"> • Visibility – providing details of levels of patrolling or specific events with the community; • Information – providing details of education or advice provided; | | | |
| DATA SOURCES | UPD/I&I/Crime Directorate | | | |
| ASSESSMENT | Qtr 1 STABLE | Qtr 2 STABLE | Qtr 3 STABLE | Qtr 4 STABLE |
| <p>Main measure</p> <p>All taskings set at the Security Group meeting were delivered, over the fourth quarter these were:</p> <ul style="list-style-type: none"> • <u>Project Servator</u> - 2886 hours, resulting in 35 arrests/4 FPN's/5 PND's/92 Stop Searches/17 Vehicle seizures. • <u>Assisted by Response Groups and Specialist Support</u> - 714 hours/18 arrests/5 PNDs/32 Stop Searches. • <u>E1 Patrols</u> - 7900 hours /16 arrests/62 FPN/ 193 Stops searches/ 1 vehicle seizure. <p>The number of hours delivered for Servator and E1 Patrols has remained at roughly double that of the 2nd quarter, principally due to the events in Paris and the resulting heightened security in the City of London.</p> <p>Note: this aspect of the measure is new and therefore it is not possible to supply historic comparative data. 2013/14, 2014/15 data has been included for the supplementary information overleaf.</p> | | | | |

Supplementary information:

The table below shows the number of attendees for CT education and advice initiatives.

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|--|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Number Griffin Attendees | 73 | 72 | 39 | 34 | No event | 31 | 37 | 21 | 39 | No event | 45 | 27 |
| Percentage consider Force capable | 100% | 98% | 98% | 98% | - | 95% | 98% | 85% | 95% | - | 97% | 95% |
| 2014/15 levels | 99% | 100% | 96% | 100% | 98% | 99% | 99% | 100% | 98% | - | 98% | 98% |
| 2013/14 levels | 100% | 99% | 98% | 95% | 99% | 100% | 98% | 96% | 100% | 99% | 92% | 98% |
| | | | | | | | | | | | | |
| Number Argus Attendees | 186 | 182 | 130 | 64 | 17 | 109 | 2 | 114 | 46 | 172 | 181 | 51 |
| Percentage consider Force capable | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| 2014/15 levels | 100% | 100% | 100% | 100% | n/a | 100% | 99% | 100% | 100% | 97% | 100% | 100% |
| 2013/14 levels | 100% | 97% | 100% | 96% | 97% | 98% | 98% | 97% | 100% | 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. | | | | | | | | | | | | | | | | | | | | | | | |
| MEASUREMENT | <p>Data for this measure will be provided from the iModus surveys, conducted quarterly. The question asked is “How confident are you that the City of London is protected from terrorism?” Respondents will be asked they expect from the Force to improve, which can be used to inform operational and communications plans.</p> <p>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.</p> | | | | | | | | | | | | | | | | | | | | | | | |
| ASSESSMENT | Qtr 1 DETERIORATING | Qtr 2 IMPROVING | Qtr 3 DETERIORATING | Qtr 4 IMPROVING | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>How confident are you that the City of London is protected from terrorism?</th><th>Qtr 1</th><th>Qtr 2</th><th>Qtr 3</th><th>Qtr 4</th></tr> </thead> <tbody> <tr> <td>2015/16</td><td>69%</td><td>72.2%</td><td>62.05%</td><td>68.3%</td></tr> <tr> <td>2014/15</td><td>90%</td><td>85.7%</td><td>87.1%</td><td>80.6%</td></tr> <tr> <td>2013/14</td><td>90.7%</td><td>84.5%</td><td>89.1%</td><td>88.5%</td></tr> </tbody> </table> <p>622 people responded to the 4th quarter survey The results show: 54.7 % are “confident” City of London is protected from Terrorism and 13.7 % are “very confident” that the City of London is protected from Terrorism. This low level is attributed to the attacks in Paris during November.</p> <p>However, when asked how reassured they felt by work conducted by the Force, 90.4% said they are reassured by the work City of London Police are doing to protect the City from terrorism</p> <p>The Force had in total 2465 respondents to this survey within year. From the total number of respondents 1647 were confident or very confident that the City of London is protected from terrorism, this gives an overall percentage of 66.8%.</p> | | | | | How confident are you that the City of London is protected from terrorism? | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | 2015/16 | 69% | 72.2% | 62.05% | 68.3% | 2014/15 | 90% | 85.7% | 87.1% | 80.6% | 2013/14 | 90.7% | 84.5% | 89.1% | 88.5% |
| How confident are you that the City of London is protected from terrorism? | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | | | | | | | | | | | | | | | | | | | | |
| 2015/16 | 69% | 72.2% | 62.05% | 68.3% | | | | | | | | | | | | | | | | | | | | |
| 2014/15 | 90% | 85.7% | 87.1% | 80.6% | | | | | | | | | | | | | | | | | | | | |
| 2013/14 | 90.7% | 84.5% | 89.1% | 88.5% | | | | | | | | | | | | | | | | | | | | |

| | | | | |
|---|--|---------------------|---------------------|---------------------|
| 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 | <p>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.</p> <p>PMG 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</p> | | | |
| ASSESSMENT | Qtr 1 STABLE | Qtr 2 STABLE | Qtr 3 STABLE | Qtr 4 STABLE |
| <p>For the months of January, February and March 2016 – all tasked operations were completed. Over the course of the 4th quarter:</p> <p><u>Op Atrium</u> A total of 450 FPN's were issued during this operation (compared to 231 the previous quarter). Of that number 318 cyclists, who had received a ticket, attended the Exchanging Places Road Shows at Dowgate Hill fire station. These road shows were held jointly with the Corporation of London and construction company Skanska. At the Road Show cyclists are given the opportunity to sit in the LGV and look at the driver's view.</p> <p><u>Op Regina</u> Uniform Policing have stopped a total of 1206 PHVs and 488 Hackney Carriages to check license details. Support Group has been maintaining high profile presence in night time venues.</p> <p><u>Op Winchester</u> Following the success of a similar operation in November 2015, engaging with powered two wheelers, TfL provided funding for another operation in January 2016. From 6 operations in January approximately 562 riders were stopped and issued 'Bike Safe' leaflets by officers / PCSOs.</p> | | | | |

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 | 5 | 9 | 3 | 2 | 6 | 9 | 4 | 3 | 3 | 6 | 57 |
| 2014/15 | 5 | 9 | 5 | 6 | 3 | 4 | 4 | 4 | 8 | 3 | 5 | 1 | 57 |
| 2015/16 | 2 | 6 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 4 | 3 | 3 | 39 |

The system for recording collisions has now changed and is delivered by the College of Policing. At the time this report was being prepared, the Force's PIU unit was still waiting to be granted access to the system. Local records maintained by Uniform Policing Directorate have therefore been used to provide this data.

| | | | | |
|---|---|------------------------|----------------------------|------------------------|
| 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 | <p>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.</p> <p>GUIDE: IMPROVING: An increasing monthly trend of overall disposals STABLE: A consistent trend within the usual monthly range DETERIORATING: Reducing monthly trend of overall disposals</p> | | | |
| ASSESSMENT | Qtr 1 STABLE | Qtr 2 IMPROVING | Qtr 3 DETERIORATING | Qtr 4 IMPROVING |
| <p>This was a new measure for 2015-16 and therefore there is no specific data for the work of the newly formed Commercial Vehicle Unit prior to January 2015.</p> <p>Please see table overleaf.</p> | | | | |

| April 2015 - March 2016 | | | | | | | | | | | | | |
|---|-------------|------------|------------|-------------|------------|------------|------------|------------|-----------|-------------|------------|------------|-------------|
| Month | April | May | June | July | August | Sept | Oct | Nov | Dec | Jan | Feb | March | TOTAL |
| Without due care and attention - TOR | 8 | 1 | 2 | 8 | 10 | 5 | 5 | 3 | 9 | 15 | 7 | 10 | 83 |
| Without due care and attention - EFPN | 1 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 4 | 0 | 2 | 12 |
| Without consideration to others - TOR | 1 | 1 | 1 | 3 | 3 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 14 |
| Without consideration to others - EFPN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Community Road Watch 1st warning letter sent for speeding in 20mph zone | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 28 | 73 | 72 | 173 |
| Speed 20 - TOR | 20 | 82 | 32 | 27 | 43 | 59 | 24 | 95 | 15 | 90 | 63 | 15 | 565 |
| Speed 20 - EFPN | 3 | 26 | 3 | 3 | 12 | 10 | 6 | 21 | 3 | 9 | 20 | 7 | 123 |
| Speed 30 - TOR | 34 | 6 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 42 |
| Speed 30 - EFPN | 12 | 7 | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 25 |
| Seatbelts - TOR | 13 | 28 | 7 | 9 | 1 | 28 | 17 | 6 | 3 | 10 | 7 | 7 | 136 |
| Seatbelts - Ticket | 2 | 5 | 4 | 3 | 5 | 4 | 2 | 4 | 2 | 1 | 3 | 2 | 37 |
| Mobile phones - TOR | 6 | 6 | 8 | 23 | 14 | 16 | 10 | 11 | 17 | 14 | 9 | 14 | 148 |
| Mobile phones - EFPN | 14 | 11 | 12 | 15 | 21 | 14 | 15 | 9 | 8 | 11 | 12 | 13 | 155 |
| Op Atrium | 0 | 97 | 93 | 117 | 195 | 150 | 147 | 84 | 0 | 231 | 126 | 92 | 1332 |
| Number attending Op Atrium Road Show | 0 | 58 | 59 | 76 | 115 | 88 | 112 | 52 | 0 | 165 | 85 | 68 | 878 |
| Safe Ride Safe Road | 119 | 46 | 34 | 70 | 22 | 21 | 4 | 15 | 7 | 15 | 12 | 27 | 392 |
| SRSR who completed the course | 108 | 36 | 28 | 37 | 22 | 17 | 3 | 15 | 7 | 9 | 4 | 8 | 294 |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| TOTAL | 341 | 412 | 287 | 395 | 463 | 413 | 347 | 315 | 73 | 603 | 423 | 338 | 4410 |
| Quarterly totals | 1040 | | | 1271 | | | 735 | | | 1364 | | | 4410 |

There is no discernible monthly trend when looking at the individual categories, however, amalgamating the totals into quarterly totals indicates a decline over the third quarter which was compensated over the fourth quarter, and which represented the most successful quarter of the financial year.

| | | | | |
|---------------|--|--------------|-----------------|--------------|
| 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 | 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. 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 | | | |
| ASSESSMENT | Qtr 1 STABLE | Qtr 2 STABLE | Qtr 3 IMPROVING | Qtr 4 STABLE |

| Event | Date | Satisfaction rate | TREND |
|---|---------------|-------------------|--------|
| The People’s Assembly Protest | June 2015 | 93.86% | STABLE |
| 200 th Anniversary of Waterloo | June 2015 | N/A | NA |
| Lord Mayor’s Show | November 2015 | 95% | STABLE |

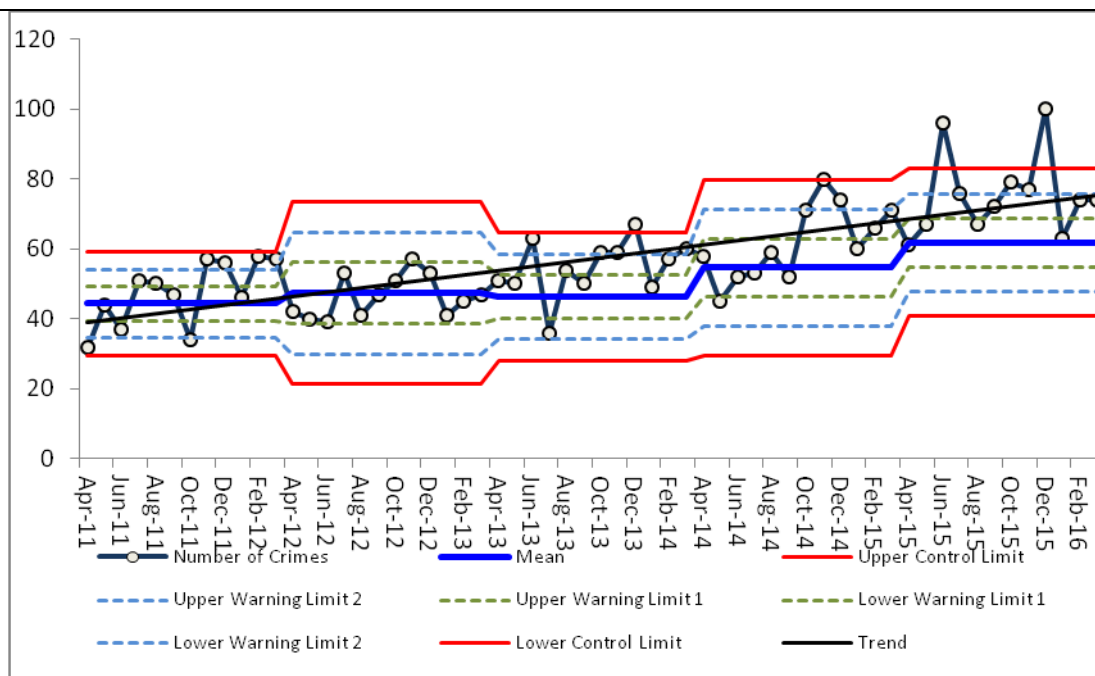
| Event | People’s Assembly | Waterloo | Lord Mayors Show |
|----------------------|-------------------|----------|------------------|
| Number of responses | 115 | NA | 197 |
| Total Very satisfied | 57.02% | NA | - |
| Total Satisfied | 36.84% | NA | 95.0% |
| Satisfaction rate | 93.86% | % | 95.0% |

| | |
|---------------------------|-------|
| | |
| Total number of responses | 312 |
| Total number satisfied | 295 |
| Overall Satisfaction rate | 94.5% |

| | |
|---------------------|-------|
| 2013/14 average | 90.0% |
| 2014/15 average | 90.2% |
| 2015/16 YTD average | 94.5% |

No survey was completed during the 4th quarter.

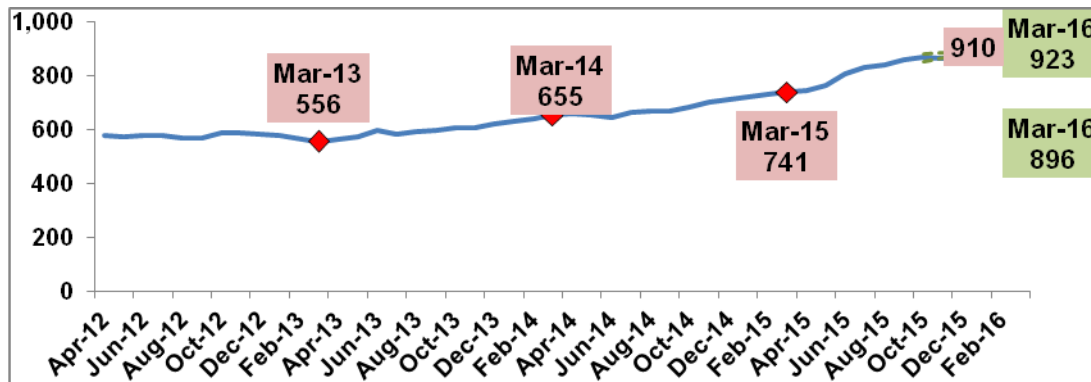
| | | | | | | | | | | | | | |
|----------------------|-----|---|-----|-----|----------------------------|-----|-----|----------------------------|-----|-----|----------------------------|-----|------|
| | | | | | | | | | | | | | |
| Measure 6 | | Levels of victim-based violent crime. | | | | | | | | | | | |
| 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: IMPROVING: Reducing trend of victim-based violent crime or within STABLE: Level of crime within statistical tolerance levels (as indicated monthly on performance charts) DETERIORATING: Unstable trends or systemic increase in levels of violent crime</p> | | | | | | | | | | | |
| ASSESSMENT | | Qtr 1 DETERIORATING | | | Qtr 2 DETERIORATING | | | Qtr 3 DETERIORATING | | | Qtr 4 DETERIORATING | | |
| Monthly Totals | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | FYTD |
| 2010-11 | 38 | 35 | 35 | 32 | 32 | 47 | 56 | 49 | 49 | 58 | 48 | 53 | 532 |
| 2011-12 | 32 | 44 | 37 | 51 | 50 | 47 | 34 | 57 | 56 | 46 | 58 | 57 | 569 |
| 2012-13 | 42 | 40 | 39 | 53 | 41 | 47 | 51 | 57 | 53 | 41 | 45 | 47 | 556 |
| 2013-14 | 51 | 50 | 63 | 36 | 54 | 50 | 59 | 59 | 67 | 49 | 57 | 60 | 655 |
| 2014-15 | 58 | 45 | 52 | 53 | 59 | 52 | 71 | 80 | 74 | 62 | 69 | 75 | 750 |
| 2015-16 | 61 | 67 | 96 | 76 | 67 | 72 | 79 | 77 | 100 | 63 | 74 | 74 | 906 |



Forecasts

| Annual Totals | Crimes | % Change |
|---------------|--------|----------|
| 2010-11 | 532 | |
| 2011-12 | 569 | 7.0% |
| 2012-13 | 556 | -2.3% |
| 2013-14 | 655 | 17.8% |
| 2014-15 | 741 | 13.1% |
| 2015-16 (est) | 910 | 22.8% |

| Finalised Total | Crimes | % Change |
|-----------------|--------|----------|
| 2014-16 | 750 | 21.3% |



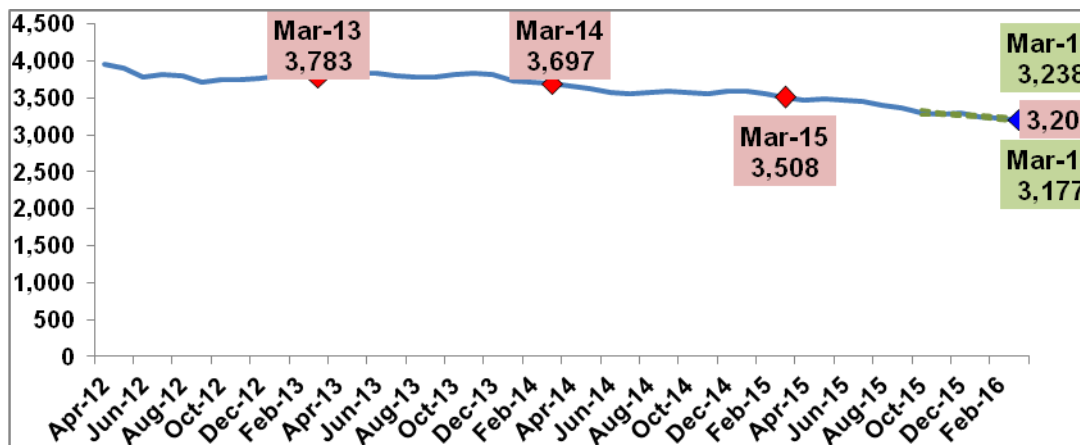
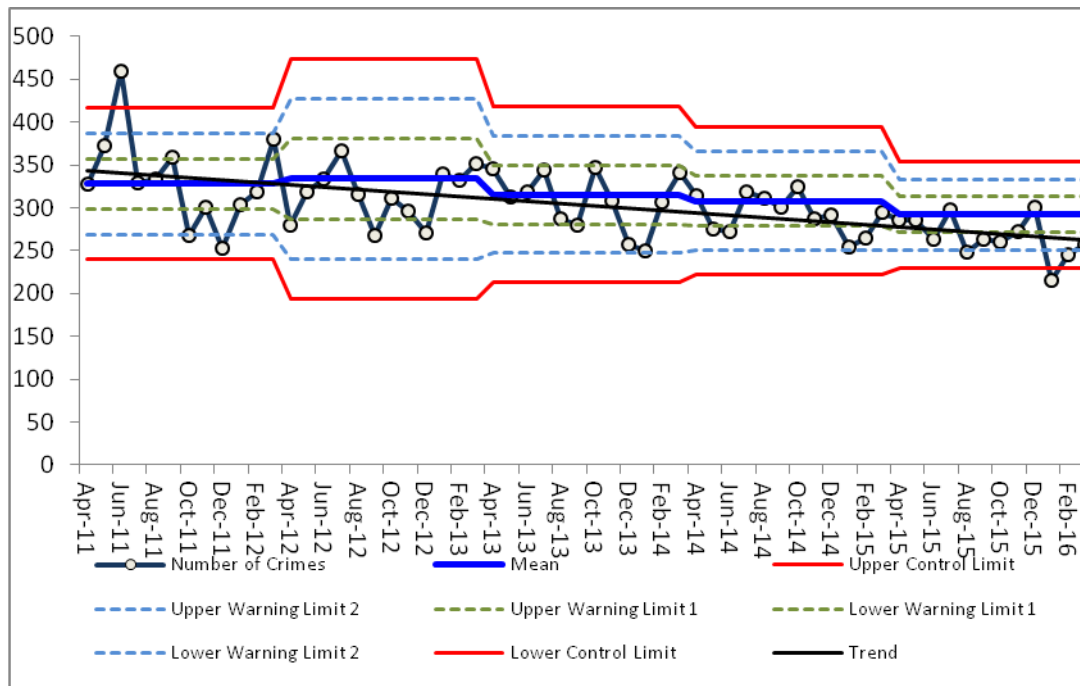
Violence with Injury. Upward Trend. This offence type is showing a continuing upward but not statistically significant trend. Fewer offences were committed during the quarter compared to either the previous quarter or the same period last year (78 offences compared to 109 offences the previous quarter and 86 last year).³

Violence without Injury. Upward Trend. This offence type is showing an upward and statistically significant upward trend. Although there were fewer offences this quarter compared to the previous quarter (110 offences compared to 116), the trend is upward and significant due to the recorded monthly increases (January 32, February 37 and March 41).

Sexual Offences. Upward Trend. 22 offences were recorded over the final quarter, compared to 19 the previous quarter and 15 the same quarter last year. Of those 22 offences, 7 were allegations of rape and 15 were sexual assaults.

³ This does not include Homicide which is a separate category

| | | | | | | | | | | | | | |
|----------------------|--|-----|-----|-------------------------------|-----|-----|-------------------------------|-----|-----|-------------------------------|-----|-----|-------|
| 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 | <p>"Victim-based acquisitive crime" comprises robbery, vehicle crime and theft</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>Assessment is based on current levels of victim-based acquisitive crime, trend information and analysis.</p> <p>GUIDE: IMPROVING: Reducing trend of victim-based acquisitive crime or within STABLE: Level of crime within statistical tolerance levels (as indicated monthly on performance charts) DETERIORATING: Unstable trends or systemic increase in levels of acquisitive crime</p> | | | | | | | | | | | | |
| ASSESSMENT | QTR 1 STABLE | | | QTR 2 STABLE/IMPROVING | | | QTR 3 STABLE/IMPROVING | | | QTR 4 STABLE/IMPROVING | | | |
| Monthly Totals | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | YTD |
| 2010-11 | 338 | 320 | 358 | 340 | 311 | 307 | 381 | 314 | 308 | 285 | 298 | 373 | 3,933 |
| 2011-12 | 328 | 372 | 459 | 329 | 334 | 359 | 268 | 300 | 253 | 304 | 319 | 380 | 4,005 |
| 2012-13 | 280 | 318 | 334 | 367 | 316 | 268 | 311 | 296 | 271 | 339 | 332 | 351 | 3,783 |
| 2013-14 | 345 | 313 | 319 | 344 | 287 | 279 | 347 | 308 | 258 | 250 | 306 | 341 | 3,697 |
| 2014-15 | 314 | 275 | 272 | 319 | 311 | 300 | 325 | 287 | 291 | 254 | 265 | 295 | 3,508 |
| 2015-16 | 285 | 285 | 263 | 297 | 248 | 264 | 261 | 272 | 301 | 215 | 245 | 258 | 3,194 |



FORECASTING TABLES

| Annual Totals | Crimes | % Change |
|---------------|--------|----------|
| 2010-11 | 3,933 | |
| 2011-12 | 4,005 | 1.8% |
| 2012-13 | 3,783 | -5.5% |
| 2013-14 | 3,697 | -2.3% |
| 2014-15 | 3,508 | -5.1% |
| 2015-16 (est) | 3,207 | -8.6% |

| Finalised Total | Crimes | % Change |
|-----------------|--------|----------|
| 2014-15 | 3535 | -9.3% |

The forecasts are based on the last six values of the twelve-month rolling total. The tables below combine known results and forecasts to estimate the position at each quarter end.

| Forecast by Quarter | 2014/15 | 2015/16 | % Change |
|---------------------|---------|---------|----------|
| Apr-Jun | 861 | 833 | - 3.3% |
| Apr-Sep | 1,791 | 1,642 | - 8.3% |
| Apr-Dec | 2,694 | 2,476 | - 8.1% |
| Apr-Mar | 3,508 | 3,194 | - 9.0% |

| | | | | | | | | | | | | |
|---|---|-----|-----|-----------------|-----|------|-----------------|-----|-----|-----------------|-----|-----|
| | | | | | | | | | | | | |
| 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 | Assessment of performance will be based on data around current levels of ASB, trend information and analysis. GUIDE: IMPROVING: Reducing trend in levels of antisocial behaviour incidents (as indicated monthly on performance charts) STABLE: Level of ASB within statistical tolerance levels (as indicated monthly on performance charts) DETERIORATING: Systemic increase in levels of antisocial behaviour incidents | | | | | | | | | | | |
| ASSESSMENT | QTR 1 IMPROVING | | | QTR 2 IMPROVING | | | QTR 3 IMPROVING | | | QTR 4 IMPROVING | | |
| | | | | | | | | | | | | |
| | APR | MAY | JUN | JUL | AUG | SEPT | OCT | NOV | DEC | JAN | FEB | MAR |
| 2013-2014 | Satisfaction levels were reported for 2013/14 but not numbers of incidents | | | | | | | | | | | |
| 2014-2015 | 85 | 115 | 95 | 102 | 83 | 78 | 97 | 91 | 88 | 106 | 89 | 100 |
| 2015-2016 | 65 | 72 | 84 | 81 | 93 | 65 | 75 | 62 | 65 | 67 | 57 | 49 |
| April 2014 – March 2014: 1129 April 2015 – March 2015: 835 | | | | | | | | | | | | |

| 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>IMPROVING: Increasing levels of satisfaction compared to previous quarter</p> <p>STABLE: Within a 70-80% range</p> <p>DETERIORATING: Reducing satisfaction levels or less than the 2014-15 average of 65%</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ASSESSMENT | QTR 1: DETERIORATING | QTR 2: STABLE/ IMPROVING | QTR 3: IMPROVING | QTR 4: STABLE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Measure is reported quarterly | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th></th><th>Quarter 1</th><th>Quarter 2</th><th>Quarter 3</th><th>Quarter 4</th></tr> </thead> <tbody> <tr> <td>Number of invitations sent to victims to participate</td><td>103</td><td>59</td><td>65</td><td>NA</td></tr> <tr> <td>Number of victims completing survey</td><td>47</td><td>25</td><td>27</td><td>22</td></tr> <tr> <td>Overall satisfaction with initial contact. (Valid responses)</td><td>72% (33/46)</td><td>76% (19/25)</td><td>67% (18/27)</td><td>68% (15/22)</td></tr> <tr> <td>Overall satisfaction with service from ECD officers. (Valid responses)</td><td>70% (33/47)</td><td>*</td><td>*</td><td>*</td></tr> <tr> <td>Level of satisfaction in outcome of investigation. (Valid responses)</td><td>63% (17/27)</td><td>75% (15/20)</td><td>71% (10/14)</td><td>73% (14/19)</td></tr> <tr> <td>Cumulative overall satisfaction taking the whole experience into account.</td><td>70% (33/47)</td><td>74% (54/73)</td><td>78% (76/98)</td><td>76% (91/119)</td></tr> </tbody> </table> <p>2014/15 AVERAGE: 68% (introduced in 2014/15 therefore no 2013/15 levels available)</p> <p>Cumulatively over 2015/16 76% of victims were overall satisfied with the service provided. Comparatively last year 68% were satisfied. This is therefore an 8% increase in satisfaction.</p> | | | | | | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Number of invitations sent to victims to participate | 103 | 59 | 65 | NA | Number of victims completing survey | 47 | 25 | 27 | 22 | Overall satisfaction with initial contact. (Valid responses) | 72% (33/46) | 76% (19/25) | 67% (18/27) | 68% (15/22) | Overall satisfaction with service from ECD officers. (Valid responses) | 70% (33/47) | * | * | * | Level of satisfaction in outcome of investigation. (Valid responses) | 63% (17/27) | 75% (15/20) | 71% (10/14) | 73% (14/19) | Cumulative overall satisfaction taking the whole experience into account. | 70% (33/47) | 74% (54/73) | 78% (76/98) | 76% (91/119) |
| | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of invitations sent to victims to participate | 103 | 59 | 65 | NA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of victims completing survey | 47 | 25 | 27 | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Overall satisfaction with initial contact. (Valid responses) | 72% (33/46) | 76% (19/25) | 67% (18/27) | 68% (15/22) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Overall satisfaction with service from ECD officers. (Valid responses) | 70% (33/47) | * | * | * | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Level of satisfaction in outcome of investigation. (Valid responses) | 63% (17/27) | 75% (15/20) | 71% (10/14) | 73% (14/19) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cumulative overall satisfaction taking the whole experience into account. | 70% (33/47) | 74% (54/73) | 78% (76/98) | 76% (91/119) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

*It should be noted that the question relating to *Overall satisfaction with service from ECD officers* has been removed from the survey on the advice of the Opinion Research Company and will therefore not be reported upon in this or in future reports.

| | | | | |
|----------------------|---|----------------------|----------------------|----------------------|
| 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. "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. "Positive action" is defined as follows:</p> <ul 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>PMG 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 | QTR 1: STABLE | QTR 2: STABLE | QTR 3: STABLE | QTR 4: STABLE |

Information on this measure is provided on the following page

| Month | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Total number of City Fraud Crimes reaching point of outcome in month. | 3 | 2 | 2 | 2 | 2 | 2 | 0 | 3 | 0 | 5 | 1 | 0 |
| Cumulative position of City Fraud Crimes reaching Point of outcome. | 3 | 5 | 7 | 9 | 11 | 13 | 13 | 16 | 16 | 21 | 22 | 22 |
| Number of City Fraud Crimes reaching Point of outcome in month with offender disposal. | 3 | 1 | 2 | 2 | 1 | 1 | 0 | 3 | 0 | 3 | 1 | 0 |
| Number of City Fraud Crimes reaching point of outcome in month where Fraud enabler disrupted. | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| Number of City Fraud Crimes reaching point of outcome in month contributing to an ECD Fraud awareness/prevention product. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Cumulative position of City Fraud Crimes reaching point of outcome resulted with Positive action | 3 | 5 | 7 | 9 | 11 | 13 | 13 | 16 | 16 | 21 | 22 | 22 |

During the 4th quarter ECD operational teams closed 30 Unifi crime records; none of these crimes were constituted as City Fraud Crimes. The 30 identified UNIFI crime records were excluded from this measure for the following reasons:

| Number of crimes | Reason for exclusion from measure. |
|------------------|---|
| 28 | Investigations were “within the Jurisdiction of the CCC” locus i.e. outside the City of London. |
| 1 | No crimed |
| 1 | Investigations did not qualify for this measure due to the investigation type. |

| | | | | |
|--|---|------------------------|------------------------|------------------------|
| 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: IMPROVING: Increasing % overall performance (outcomes to crimes committed) STABLE: Stable % of overall performance (or reducing for 1 quarter within a 20% tolerance) DETERIORATING: Decreasing systemic trend (consecutive quarter decreases)</p> | | | |
| ASSESSMENT | QTR 1 IMPROVING | QTR 2 IMPROVING | QTR 3 IMPROVING | QTR 4 IMPROVING |
| <p>NOTE: This was a new measure in 2014/15, therefore no comparative data is available for 2013/14.</p> <p>Full information on this measure is provided on the following page:</p> | | | | |

| | 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. | | |
|--------------------|-----------------|----------------|---------------|---|---------------------------------|--|--|--------------------------------|---------------------------------------|
| | Crimes Reported | Disseminations | Outcomes | 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) |
| Q1 2014/15 | 56,691 | 12,906 | 2,588 | 4.6% | 20.1% | 22.8% | 21.9:1 | 5.0:1 | 4.4:1 |
| Q2 2014/15 | 61,185 | 15,282 | 3,839 | 6.3% | 25.1% | 25.0% | 15.9:1 | 4.0:1 | 4.0:1 |
| Q3 2014/15 | 65,992 | 17,939 | 6,376 | 9.7% | 35.5% | 27.2% | 10.4:1 | 2.8:1 | 3.7:1 |
| Q4 2014/15 | 62,980 | 18,060 | 10,339 | 16.4% | 57.2% | 28.7% | 6.1:1 | 1.7:1 | 3.5:1 |
| 2014/15 | 246,848 | 64,187 | 23,142 | 9.4% | 36.1% | 26.0% | 10.7:1 | 2.8:1 | 3.8:1 |
| | | | | | | | | | |
| Q1 2015/16 | 63,156 | 18,620 | 7077 | 11.2% | 38.0% | 29.5% | 8.9:1 | 2.6:1 | 3.4:1 |
| Q2 2015/16 | 56,989 | 19,349 | 8,352 | 14.7% | 43.2% | 34.0% | 6.8:1 | 2.3:1 | 2.9:1 |
| Q3 2015/16 | 55,670 | 19,771 | 11,604 | 20.8% | 58.7% | 35.5% | 4.7:1 | 1.7:1 | 2.8:1 |
| Q4 2015/16 | 58,386 | 18,153 | 9,980 | 17% | 54.9% | 31.1% | 5.8:1 | 1.8:1 | 3.2:1 |
| 2015/16 YTD | 234,201 | 75,893 | 37,013 | 15.8% | 48.7% | 32.4% | 6.3:1 | 2:1 | 3:1 |

In Q4 the attrition rate achieved of crimes reaching an outcome compared to the total number of crimes reported to Action Fraud was 17%. The average attrition rate in 2015/16 is 15.8%, Q4s rate was an improvement upon this.

It should also be noted that the cumulative attrition rate of 2015/16 (15.8%) is a significant improvement upon the cumulative attrition rate of 2014/15 (9.4%).

| | | | | |
|---|--|----------------------------|--------------------------------|-----------------------------------|
| 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"> (1) Lack of update – When the victim hasn’t been updated on the status of their report, (2) Dissatisfaction with a letter received – No satisfied with the content/tone of status update letters (3) Quality of communication with the contact centre – Poor standards of service (4) 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: IMPROVING: Reducing trend STABLE: increasing trend for 1 - 2 months DETERIORATING: Systemic increasing trend (3 consecutive monthly increases)</p> | | | |
| ASSESSMENT | QTR 1 STABLE | QTR 2 DETERIORATING | QTR 3 STABLE/ IMPROVING | QTR 4 STABLE/DETERIORATING |
| <p>NOTE: The force hosted Action Fraud from 2014/15, therefore there is no data available for 2013/14</p> <p>Full information on this measure is provided on the following page:</p> | | | | |

| AF complaints (received via PSD and MPs' letters) | | | | | | | | | | | | | |
|---|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Months | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Complaints via PSD and MPs' letters | Complaints received 2014/15 | 7 | 10 | 15 | 21 | 21 | 23 | 28 | 33 | 24 | 20 | 24 | 15 |
| | New complaints received 2015/16 | 13 | 16 | 16 | 18 | 26 | 38 | 21 | 38 | 18 | 22 | 33 | 30 |
| | Cumulative total complaints 2015/16 | 13 | 29 | 45 | 63 | 89 | 127 | 148 | 184 | 204 | 226 | 259 | 289 |
| | Complaints resolved. | 12 | 11 | 11 | 31 | 10 | 34 | 31 | 36 | 27 | 24 | 32 | 20 |
| | Complaints outstanding | 1 | 10 | 14 | 9 | 25 | 29 | 29 | 21 | 19 | 9 | 15 | 14 |
| New MPs' letters received | | 7 | 2 | 9 | 10 | 11 | 18 | 8 | 20 | 10 | 9 | 104 | 119 |
| Cumulative total MPs' Letters received | | 7 | 9 | 18 | 28 | 39 | 57 | 65 | 85 | 95 | 104 | 9 | 23 |
| MPs' letters resolved. | | 16 | 8 | 8 | 17 | 6 | 17 | 3 | 16 | 11 | 9 | 14 | 6 |
| MPs' letters outstanding | | 0 | 2 | 1 | 2 | 5 | 6 | 9 | 9 | 14 | 14 | 9 | 15 |

88 new complaints were received regarding Action fraud during the 4th quarter. This is an increase on the 77 complaints the previous quarter, however, over the year the levels have been assessed as stable. It should be noted that Action Fraud received 90,992 crime and information reports during the quarter. The percentage of complaints made compared to reports made was therefore only **0.1%**.

The most common cause of complaint in this quarter was a perceived lack of investigation into a reported crime. This is a continuation of the quarter, where lack of investigation also caused the highest number of complaints.

| Category of complaint (Via PSD and MP letters). | Volume of complaints Qtr 4 2016 | | |
|---|---------------------------------|----------|-------|
| | January | February | March |
| Lack of Investigation. | 4 | 12 | 8 |
| Lack of dissemination. | 3 | 2 | 4 |
| No update. | 11 | 6 | 7 |
| Longer than 28 days with no update. | 0 | 1 | 0 |

| | | | | |
|---|--|------------------------|------------------------|----------------------------|
| Other. | 4 | 12 | 11 | |
| 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> <ol style="list-style-type: none"> 1. Projected monetary value of future fraud loss saved by disrupting technological enablers of crime 2. The pound value of criminal asset denial through to recovery 3. Projected pound value of future fraud loss saved by ECD Enforcement Cases <p>GUIDE: IMPROVING: Increasing value of ROI STABLE: Decreasing trend (within 20% tolerance) DETERIORATING: Systemic decreasing trend (consecutive quarterly decreases)</p> | | | |
| ASSESSMENT | QTR 1 IMPROVING | QTR 2 IMPROVING | QTR 3 IMPROVING | QTR 4 DETERIORATING |
| | Q1 | Q2 | Q3 | Q4 |
| ROI 2013/14 | <i>Data not collected for 2013/14</i> | | | |
| ROI 2014/15 | £45.70 | £57.67 | £60.33 | £23.51 |
| ROI 2015/16 | £37.49 | £61.38 | £61.68 | £19.60 |
| <p>The ROI figure for Q4, whilst much lower than the previous two quarters, but is similar to the figure for Q4 the previous year. The Q2 and Q3 amounts were very high due to the number of qualifying cases in those quarters and the fact that one of the cases alone recovered over £4m. The comparatively low amount for Q4 has been compounded by the fact that during that quarter, the decrease of the ROI is attributed to the "future fraud saved by ECD enforcement cases" portion of the savings element of the calculation. The overall volume and value of cases that qualified for this savings element of the calculation within quarter 4 was significantly lower than the previous two quarters, hence the low value. One quarter's ROI value is not enough to establish whether this is likely to develop into a cause for concern. Given it mirrors the situation in 2014/15, the figure may well recover in Q1 of 2016/17.</p> | | | | |

| | | | | | | | | | | | | |
|---|---|---------------|---------------|------------------------|---------------|---------------|------------------------|---------------|---------------|------------------------|---------------|---------------|
| 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>IMPROVING: Increasing trend STABLE: Within 15% of the monthly average (£26m - £35m) REQUIRES ACTION: Systemic reducing trend or greater than 15% reduction to the monthly average</p> | | | | | | | | | | | |
| ASSESSMENT | QTR 1 IMPROVING | | | QTR 2 IMPROVING | | | QTR 3 IMPROVING | | | QTR 4 IMPROVING | | |
| | Apr 15 | May 15 | Jun 15 | Jul 15 | Aug 15 | Sep 15 | Oct 15 | Nov 15 | Dec 15 | Jan 16 | Feb 16 | Mar 16 |
| Total value of confirmed Fraud enabler disruptions | £33,421,826 | £23,699,676 | £36,113,674 | £22,229,742 | £35,248,266 | £38,216,154 | £39,582,028 | £28,070,260 | £30,336,018 | £33,304,122 | £30,591,442 | £30,283,006 |
| Total value of confirmed Fraud enabler disruptions in 2014-15 | £30,991,692 | £35,711,128 | £20,357,628 | £43,080,848 | £26,722,306 | £26,401,424 | £36,485,338 | £20,796,164 | £37,590,846 | £28,742,756 | £33,046,518 | £29,735,402 |
| Cumulative 2014-15 | £30,991,692 | £66,702,820 | £87,060,448 | £130,141,296 | £156,863,602 | £183,265,026 | £219,750,364 | £240,546,528 | £278,137,374 | £306,880,130 | £339,926,648 | £370,512,050 |
| Cumulative 2015-16 | £33,421,826 | £57,121,502 | £93,205,176 | £115,434,918 | £150,713,184 | £188,929,338 | £228,511,366 | £256,581,626 | £286,917,644 | £323,361,766 | £353,953,208 | £384,236,214 |
| <p>NOTE: Data for 2013/14 not available</p> <p>Cumulatively in 2015/16 the total value of fraud enabler disruptions is £384,236,214 this is a 4% increase on the total value of 2014/15.</p> | | | | | | | | | | | | |

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|---|--|-----------------------------|-------------|------------|-----------------------------|---------------|---------------|-----------------------------|---------------|---------------|---------------|---------------|
| 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 | <p>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.</p> <p>GUIDE: Over the course of 2014-15 the Force achieved an average satisfaction level of 92% with little monthly variation.</p> | | | | | | | | | | | |
| ASSESSMENT | QTR 1 STABLE | QTR 2 See commentary | | | QTR 3 See commentary | | | QTR 4 See commentary | | | | |
| | | | | | | | | | | | | |
| | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
| Number of reports (crime and Information) to AF in period | 32,009 | 34,547 | 37,295 | 34,050 | 27,688 | 29,101 | 30,312 | 27,813 | 27,281 | 29,571 | 29,935 | 31,486 |
| Combined On-line and automated telephone surveys % of victims satisfied with service in period | 92.00% | 92.09% | 91.87% | 90.66% | Not Available | Not Available | Not Available | Not Available | Not Available | Not Available | Not Available | Not Available |
| Cumulative combined On-line and automated telephone surveys % of victims satisfied with service in period | 92.00% | 92.05% | 91.99% | 91.65% | Not Available | Not Available | Not Available | Not Available | Not Available | Not Available | Not Available | Not Available |
| Trend | ➔ | ➔ | ➔ | ➔ | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| <p>SDU commentary:</p> <p>Action Fraud satisfaction data collected via the automated telephone service is not available for the months of August and September. This is due to the fact that Concentrix are not yet set up to record and measure satisfaction.</p> | | | | | | | | | | | | |

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|---|---|-------------------------|---|---|-----------------|--|--|---------------------|--|-------------------|--------------------------------|-------------------------|----------------|---|-------------------------|------------------------------------|-----------------------|----------------------|----------------------------------|----------------------------|-----------------------------------|-----------------------|--------------|----------------------------------|-------------------|-------------------------------------|-----------------------|-------------|----------------------------------|--------------|-------------------------------------|-----------------------|---|--|--------------------|-------------------------|---------------|
| 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>IMPROVING: An increasing number of toolkits fully up to date and all recommendations on track to be delivered within due date compared to the previous quarter</p> <p>STABLE: Toolkits completed or up to 1 month overdue</p> <p>DETERIORATING: : Toolkits not complete and/or recommendations not implemented by due date</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| DATA SOURCE | Strategic Development | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ASSESSMENT | QTR 1 STABLE | QTR 2 STABLE | QTR 3 STABLE | QTR 4 STABLE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table> <tr> <td colspan="3">Toolkits</td><td colspan="2">HMIC Reports</td></tr> <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>Reviewed 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>Reviewed 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>Reviewed 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>Reviewed SATISFACTORY</td><td colspan="2" rowspan="2"> NOTE: New measure for 2015/16 therefore no historical data for 2013/14 and 2014/15 </td></tr> <tr> <td>Child Sexual Abuse</td><td>No toolkit yet produced</td><td>SATISFACTORY*</td></tr> </table> <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> | | | | | 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) | Reviewed SATISFACTORY | SPR (City of London) | No separate recommendations made | Large Scale Cyber Incident | Current (review due January 2016) | Reviewed SATISFACTORY | Public Order | No separate recommendations made | Civil Emergencies | Current (review due September 2015) | Reviewed SATISFACTORY | Cyber Crime | No separate recommendations made | Public Order | Current (review due September 2015) | Reviewed SATISFACTORY | NOTE: New measure for 2015/16 therefore no historical data for 2013/14 and 2014/15 | | 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) | Reviewed SATISFACTORY | SPR (City of London) | No separate recommendations made | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Large Scale Cyber Incident | Current (review due January 2016) | Reviewed SATISFACTORY | Public Order | No separate recommendations made | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Civil Emergencies | Current (review due September 2015) | Reviewed SATISFACTORY | Cyber Crime | No separate recommendations made | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Public Order | Current (review due September 2015) | Reviewed SATISFACTORY | NOTE: New measure for 2015/16 therefore no historical data for 2013/14 and 2014/15 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Child Sexual Abuse | No toolkit yet produced | SATISFACTORY* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 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>IMPROVING: Increasing trend</p> <p>STABLE: 80% - 84%</p> <p>DETERIORATING: Less than 80% or reducing trend</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ASSESSMENT | QTR 1 DETERIORATING | QTR 2 STABLE/IMPROVING | QTR 3 – STABLE | QTR 4 – STABLE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <div> <div> <p>Service Provided</p> <table border="1"> <caption>Service Provided Data</caption> <thead> <tr> <th>Period</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>87.9%</td> <td>82.7%</td> <td>81.7%</td> <td>77.9%</td> </tr> <tr> <td>Q2</td> <td>87.4%</td> <td>85.8%</td> <td>82.1%</td> <td>82.4%</td> </tr> <tr> <td>Q3</td> <td>81.4%</td> <td>84.0%</td> <td>86.2%</td> <td>86.2%</td> </tr> <tr> <td>Q4</td> <td>85.6%</td> <td>82.5%</td> <td>84.8%</td> <td>86.3%</td> </tr> <tr> <td>Financial Year</td> <td>85.6%</td> <td>83.9%</td> <td>83.8%</td> <td>82.7%</td> </tr> </tbody> </table> </div> <div> <p>Q4 2015/16: Ease of contact: 96.2% (100/104) Actions Taken: 81.2% (112/138) Follow Up: 79.9% (111/139) Treatment: 97.1% (134/138) Service Provided: 86.3% (120/139)</p> <p>2015/16 Financial year: Ease of contact: 92.0% (458/498) Actions Taken: 77.5% (502/648) Follow Up: 81.7% (530/649) Treatment: 93.8% (609/649) Service Provided: 82.7% (539/652)</p> </div> </div> | | | | | Period | 2012/13 | 2013/14 | 2014/15 | 2015/16 | Q1 | 87.9% | 82.7% | 81.7% | 77.9% | Q2 | 87.4% | 85.8% | 82.1% | 82.4% | Q3 | 81.4% | 84.0% | 86.2% | 86.2% | Q4 | 85.6% | 82.5% | 84.8% | 86.3% | Financial Year | 85.6% | 83.9% | 83.8% | 82.7% |
| Period | 2012/13 | 2013/14 | 2014/15 | 2015/16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 87.9% | 82.7% | 81.7% | 77.9% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 87.4% | 85.8% | 82.1% | 82.4% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 81.4% | 84.0% | 86.2% | 86.2% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 85.6% | 82.5% | 84.8% | 86.3% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Financial Year | 85.6% | 83.9% | 83.8% | 82.7% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | |
|--|--|
| 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 an annual 'customer' survey 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: IMPROVING: Increasing trend STABLE: 85% - 90% DETERIORATING: Less than 85% 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 2014/15, the average 87.6%.</p> |
| DATA SOURCE | Customer Satisfaction Survey |
| ASSESSMENT | DETERIORATING |
| <p>The survey was completed during November/December and had 371 respondents.</p> <p>The percentage of people surveyed who believed the police in the City of London are doing a good or excellent job was 80.19%. Of those that expressed a preference only 7.53% were dissatisfied with how the City of London is policed</p> | |