



Supporting the Code of Ethics  
through integrity, professionalism and fairness

## **POLICING PLAN PERFORMANCE 2017/18**

### **MEASURE SUMMARY**

<b>MEASURE</b>	<b>CURRENT ASSESSMENT</b>	<b>3<sup>rd</sup> QUARTER ASSESSMENT</b>	<b>2<sup>nd</sup> QUARTER ASSESSMENT</b>	<b>1<sup>st</sup> QUARTER ASSESSMENT</b>	<b>TREND</b>
<b>Measure 1:</b> The number of crimes committed in the City	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	➡
<b>Measure 2:</b> The capability and impact the Force is having against countering Terrorist Activity.	SATISFACTORY	SATISFACTORY	CLOSE MONITORING	CLOSE MONITORING	➡
<b>Measure 3:</b> The capability and impact the Force is having against countering Cyber Attacks.	SATISFACTORY	SATISFACTORY	SATISFACTORY	SATISFACTORY	➡
<b>Measure 4:</b> The capability and impact the Force is having against countering Fraud.	SATISFACTORY	SATISFACTORY	SATISFACTORY	SATISFACTORY	➡
<b>Measure 5:</b> The capability and impact the Force is having in safeguarding and protecting Vulnerable People.	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	➡
<b>Measure 6:</b> The capability and impact the Force is having against countering Violent Crime.	CLOSE MONITORING	SATISFACTORY	SATISFACTORY	CLOSE MONITORING	⬇
<b>Measure 7:</b> The capability and impact the Force is having in policing City Roads.	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	➡
<b>Measure 8:</b> The capability and impact the Force is having providing Protective Security to the City and responding to Public Order.	CLOSE MONITORING	REQUIRES ACTION	REQUIRES ACTION	CLOSE MONITORING	⬆
<b>Measure 9:</b> The capability and impact the Force is having against countering Acquisitive Crime.	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	➡
<b>Measure 10:</b> The level of satisfaction of victims of crime with the service provided by the city of London police.	Qtr 4 results not yet received	CLOSE MONITORING	CLOSE MONITORING	CLOSE MONITORING	➡
<b>Measure 11:</b> The percentage of people surveyed who believe the	REPORTED ANNUALLY	REQUIRES ACTION	REPORTED ANNUALLY	REPORTED ANNUALLY	NA

**NOT PROTECTIVELY MARKED**

Pol 33-18 Appendix A

police in the City of London are doing a good or excellent job.					
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**NOT PROTECTIVELY MARKED**

Measure 1	City Crime Overview	Assessment	CLOSE MONITORING		
AIM/RATIONALE	To ensure the overall picture of crime within the City is monitored and emerging trends are acted upon within year.				
Reason for Assessment	This is recorded as Close Monitoring to due incremental increases in offences.				
		16/17	Change %	17/18	Change %
VIOLENCE WITH INJURY		382		384	0.52
VIOLENCE WITHOUT INJURY		350		410	17.14
RAPE		10		27	170
OTHER SEXUAL OFFENCES		51		74	45.1
ROBBERY OF PERSONAL PROPERTY		26		66	153.85
ROBBERY OF BUSINESS PROPERTY		2		7	250
BURGLARY - RESIDENTIAL		14		14	0
BURGLARY - BUSINESS/COMMUNITY		237		272	14.77
VEHICLE INTERFERENCE		20		13	-35
THEFT OF MOTOR VEHICLE		73		75	2.74
THEFT FROM MOTOR VEHICLE		90		114	26.67
BICYCLE THEFT		373		371	-0.54
THEFT FROM THE PERSON		467		614	31.48
SHOPLIFTING		726		738	1.65
ALL OTHER THEFT OFFENCES		1,506		1,515	0.6
ARSON		3		4	33.33
CRIMINAL DAMAGE		220		251	14.09
DRUG TRAFFICKING		87		75	-13.79
DRUG POSSESSION		244		251	2.87
PUBLIC DISORDER		222		282	27.03
POSSESSION OF WEAPONS OFFENCES		43		60	39.53
MISCELLANEOUS CRIMES AGAINST SOCIETY		177		126	-28.81
STALKING AND HARASSMENT		130		155	19.23
HOMICIDE		1		2	100
DEATH OR SERIOUS INJURY UNLAWFUL DRIVING		1		1	0
		5,455		5,901	8.18
ANALYSIS					
The small increase in offences from February to March is common with previous years reporting figures. The figures remain steady due to less events occurring in the City and extreme weather conditions resulting in fewer commuters during March. The Night Time Economy (NTE) continues to be the primary source of violent crimes in the Force, involving parties intoxicated by alcohol or other substances.					
These figures mirror the period from February to March 2017. The increase compared to last year can be attributed in part to more accurate crime recording (as seen in the comparison between March'17 and March '18).					
Robbery					
Offences appear to be opportunistic rather than targeted attacks. Robberies continue to be low level and committed by unknown suspects, with minor to no injury to the victims. No incidents involved serious injury or hospitalisation. Offences are spread across the week with none occurring on Saturday or Sunday. Majority occurred during NTE.					
Theft from Motor Vehicle (covered within Vehicle Offences)					

There was a reduction in theft of motor vehicles during March. Typically, vehicle crime is expected to rise in the earlier part of the year as per seasonality predictions.

#### **Moped enabled phone snatches**

In March 2018, a total of 14 offences were committed.

18 snatch offences occurred in February (-4) | March 2017 (18) compared to March 2018 (14).

Offences have gradually been reducing since January, potentially due to OP GONDOLA. Offenders may have been affected by the Policing presence in hot spot areas, as they changed their tactics (offending at different days and times). Currently, **Mondays and Thursdays from 2200hrs** are peak offending days and times. A small rise in pedal cycle enabled snatches has been observed.

#### **Burglaries**

In March 2018, a total of 39 burglaries were committed.

17 burglaries occurred in February (+22) | March 2017 (18) compared to March 2018 (39)

A vast majority of March burglaries occurred at commercial offices. Offenders are targeting one multi-occupancy building and committing burglaries with in offices inside. A recurring MO involves offenders forcing (pulling/kicking) **MAGNETIC DOORS** on commercial offices. 3 prolific offenders have been identified and arrested. These offenders contributed to a vast majority of the March burglaries, they are all drugs dependent & No Fixed Address.

#### **Day Time Economy (DTE) Key Themes**

266 offences occurred during the hours of 07:00-20:00 in 2017.

42 offences occurred in DTE in March (45 in February).

**Hotspots** around Bishopsgate, Gracechurch Street area, Cheapside and bottom of Queen Victoria Street.

Offences spread across the working week with peaks at 1400-1800.

#### **Night Time Economy (NTE) Key Themes**

317 offences occurred during the hours of 20:00-07:00 in 2017.

61 offences occurred in NTE in March (43 in February).

**Hotspots** around Bishopsgate and Watling Street.

Peak offence times on Friday between 2300-0100 on Fri, Sat & Sun.

#### **Patrol Strategy Impact**

Police generated crime has decreased this month for the first time across the implementation of the control strategy. Crime which has been discovered by Police has increased, whilst Police initiated reports and incidents reported to officers on patrol have decreased. Police generated crimes have still increased since the implementation of the Patrol Strategy, despite the decrease of 13.09% over the past month.

Measure 2	Counter Terrorism					Assessment	SATISFACTORY					
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the terrorist threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.											
Reason for Assessment	This is reported as Satisfactory. The Force continues to monitor the CT output and threat level, the number of Op Lightning reports have reduced and no direct threat to the City has been identified.											
GRIFFIN & ARGUS DATA												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number Griffin Attendees	104	110	60	164	80	105	166	53	97	117	85	90
Percentage consider Force capable	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number Argus Attendees	48	21	93	76	0	95	70	75	100	100	25	107
Percentage consider Force capable	100%	100%	100%	100%	N/A	100%	100%	100%	100%	100%	100%	100%
COUNTER TERRORISM INVESTIGATION DEMAND												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Number of Investigations processed by CT FMIU	26	40	50	26	21	26	34	18	10	11	11	6
Trend	-	↑	↑	↓	↓	↑	↑	↓	↓	↑	➡	↓
Year to Date Rolling Total	26	66	116	142	163	189	223	243	251	262	273	279
OP LIGHTNING REPORTS (Hostile Reconnaissance)												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Op Lightning Reports 2015-16	11	7	13	10	10	7	19	30	17	9	8	15
Op Lightning Reports 2016-17	20	6	12	20	17	14	21	9	12	18	11	22
Op Lightning Reports 2017-18	18	22	35	17	7	20	20	19	11	11	5	3
Trend	↓	↑	↑	↓	↓	↑	➡	↓	↓	➡	↓	↓
ANALYSIS												
The threat level remains at nationally at <b>Severe</b> .												
January, February and March Op Lightning reporting lower than the previous year.												
During January 2018 a total of 11 Op Lightning reports had been submitted to CoLP Special Branch. This figure was consistent with the level of reporting the previous month. Half of January’s reports had been submitted by Griffin trained security personnel and three had been submitted by members of the public.												
During February 2018 a total of 6 Op Lightning reports had been submitted to CoLP SB (however one of these was an historic incident dating back to July 2017). This figure was lower than the previous month and is just under the average level of reporting for February over the last 5 years (x 8 reports). All but one of February’s reports had been submitted by members of the public, with one originating from a Griffin trained security guard.												
The reduction in the number of CT investigations is related to the drop in Op Lightning reports as less reports result in fewer investigations.												

ACTIVITY
<p>Over the quarter a number of activities have taken place covering Prevent, Protect, Pursue and Prepare.</p> <p>As part of its engagement work, the Prevent team has undertaken a number of activities such as working collaboratively with the Corporation on PREVENT at various locations in the City, (hospitals, library, businesses, One New Change, university and school) which were well received by the public and future locations have been identified. More awareness days at different business in the city/faith locations and hospitals are being planned.</p> <p>The Prevent Team delivered a wrap presentation to the Induction day for new starters in the police/corporation. Good feedback was received and future dates are booked for training. The team will also be delivering Prevent awareness session to the Faith Sector via The City of London Dean.</p> <p>The team have enhanced links with the voluntary sector including SAFE (Tell Mama), in West London who work to support families affected by extremism. At the Force's request they produced literature in Bengali, Urdu and Arabic for dissemination to relevant City of London communities.</p> <p>As a result of the concern caused by the criminal 'Punish a Muslim' letters, the Force circulated the CoLP SKYLINE community newsletter together with basic advice on initiating and reporting safeguarding actions to Education and Corporation Prevent leads.</p> <p>The Counter Terrorism Security Advisor (CTSA) team have delivered a number of presentations including:</p> <ul style="list-style-type: none"> <li>• COL staff CT sessions.</li> <li>• City of London resilience forum (Corporation of London).</li> <li>• Project Argus to Exchange House Exchange square</li> <li>• Project Griffin to HMRC staff</li> <li>• Bank junction survey work</li> <li>• CT advice to British telecom</li> <li>• SECCO assistance re 'London Bridge'.</li> <li>• CT advice to Bevis Marks Synagogue</li> <li>• CT Lunch &amp; learn session at Gym Box</li> <li>• Southwark Bridge urban realm work with COL.</li> <li>• CT lunch and learn session at Royal Bank of Canada.</li> <li>• Commonwealth heads of state event meetings/planning</li> </ul> <p>Other work undertaken by the CTSA team included developing Lockdown guidance procedure with facilities management, control and front offices.</p> <p>Over the course of the period the Force has worked with partners (BTP and MPS) attending a number of CT exercises to work on preparedness for a number of scenarios to ensure we can work in partnership with other Forces and remain ready to respond to any terrorist incident.</p>

Measure 3	Cyber Attack	Assessment	SATISFACTORY										
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the cyber crime threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.												
Reason for Assessment	The Force has scored this as satisfactory at this time as it considers the resources it has to deal with this crime are adequate. The Force is still encouraging increased reporting of this crime type and will evaluate scoring as the intelligence in this area develops.												
CYBER CRIME NFIB REFERRALS													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
2015-16 (Month)	1	2	2	0	2	4	2	0	2	0	2	1	18
2016-17 (Month)	4	7	5	6	6	5	4	3	4	8	9	0	61
2017-18 (Month)	3	5	5	6	12	6	5	4	7	8	8	10	129
Change (Month)	-1	-2	0	0	+6	+1	+1	+1	+3	0	-1	+10	
Trend	↓	↓	➡	➡	↑	↑	↑	↑	↑	➡	↓	↑	
ANALYSIS													
<p>Cyber dependant crimes reported by victims within the City for the quarter stood at 26.</p> <p>Seasonality analysis indicates that reports will increase in April 2018 but figures will continue to be low. There is also an increase in offences of 29.5% from March 2017 to March 2018.</p> <p>100% of NFIB Cyber referrals will have a victim meeting completed.</p> <p>Additionally Op Terminus are providing details of victims that at the time of our visit it is unknown to them they are victims.</p>													
ACTIVITY													
<p>Currently there are 21 live investigations related to a number of operations looking at Corporate Espionage, Bitcoin Investigation and PBX Fraud, which involves liaison with international service providers.</p> <p>The Force has partnered with Bristol University to run an incident response exercise to be delivered to the City’s business community.</p> <p>The Force is now considered at operational level as a ROCU (Regional Organised Crime Unit) due to challenges posed in London.</p> <p>Work continues to develop a Cyber Prevent Intervention Partnership Panel. Based on the same principle as ‘Channel’ in the CT environment, the Panel objectives are to divert people away from a path of cyber-crime as early as possible. Cyber Prevent intervention is available to subjects whose behaviour has not yet met a criminal threshold and those who have. Any Cyber Prevent engagement can be delivered alongside prosecution and as part of rehabilitation where agreed by a court and the National Offender Management Service.</p> <p>As part of Op Terminus, 23 Premises were visited in relation to potential vulnerabilities having been found in their systems. One company confirmed they were attacked, which was subsequently reported through Action Fraud.</p> <p>Online awareness work over the quarter by the Force have included the Get Safe Online training event for communities which was held on the 25th of January at Bloomberg’s, and a presentation to the Cadets in partnership with Communities on the dangers online (target hardening).</p>													

Measure 4	Fraud		Assessment			SATISFACTORY							
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to combat the fraud threat facing the City and ensure the Force is providing an adequate response to mitigate this threat.												
Reason for Assessment	This is graded as Satisfactory as the Force is increasing the impact it is having on Fraud committed within the City with a rise in victim compensation for this quarter.												
NUMBER OF FRAUD CRIMES REPORTED BY CITY BASED VICTIMS TO ACTION FRAUD													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
City based victim reports 2015/16	40	46	52	121	109	134	60	61	35	31	54	45	788
City based victim reports 2016/17	57	44	41	42	41	66	120	289	33	42	41	49	865
City based victim reports 2017/18	37	41	47	51	59	55	49	41	27	47	43	51	548
CASH SEIZURES													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of cash seizure first applications POCA	4	0	1	2	4	3	1	3	2	1	1	3	
Value of cash seizure first applications POCA	£174,000	£0.00	£22,380	£3,00	£285,914	£7,490	£1,000	£160,326.25	£4,000	£6,380	£3,000	£20,684	
CASH FORFEITURE ORDERS													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of cash forfeiture orders POCA	1	0	1	1	0	2	1	0	0	0	1	0	
Value of cash forfeiture orders POCA	£7,530	£0.00	£3,750	£12,000	£0	£284,554	£1,100	£0.00	£0,00	£0	£3,754	£0	
CASH CONFISCATION ORDERS													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of confiscation orders	1	3	2	2	0	0	4	4	7	5	3	7	
Value of confiscation - benefit figure	£37,313	£313,527	£382,649.48	£671,798.15	£0	£0	£2,462,353.63	£248,095.49	£5,040,531	£637,188	£1,884,845	769,423	
Value of confiscation - available amount	£37,313	£228,174	£274,191.57	£116,552.15	£0	£0	£153,495.06	£75,670.40	£253,723.90	£330,804	£1,643,191	330,993	
Number of victims receiving compensation	1	0	0	1	0	1	0	2	160	2	1	2	
Value of victim compensation	£23,000	£0.00	£0.00	£24,359	£0	£282,514	£0	£700	£68,366.30	£147,910	£40,966	470,829	
CoLP OUTCOME RATE													
	Apr 2013 – Mar 2016	Apr 2013 – Mar 2017	Q1 (Apr 2013 – Jun 2017)	Q2 (Apr 2013 – Sep 2017)	Q3 (Apr 2013 – Dec 2017)	Q4 (Apr 2013 – Mar 2018)							
Cumulative number of crimes disseminated to CoLP	4,353	5,426	5,549	5641	5,697	5,788							
Cumulative number of judicial outcomes	306	771	775	804	805	825							
Cumulative number of non-judicial outcomes	124	366	381	431	432	778							
Outcome rate	9.88%	20.95%	20.83%	21.89%	21.71%	27.68%							

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THE PERCENTAGE OF VICTIMS SATISFIED WITH THE OVERALL SERVICE PROVIDED BY ECD OFFICERS												
Cumulative responses	2015/16				2016/17				2017/18			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percentage of respondents satisfied	68%	70%	71%	71%	72%	72%	72%	71%	72%	73%	73%	74%
Number of respondents satisfied	166	187	209	224	234	293	305	331	369	377	384	439
Number of valid responses	244	269	295	316	326	406	426	463	511	519	526	592
SUPPORTING INFORMATION - THE PERCENTAGE OF VICTIMS SATISFIED WITH THE INITIAL SERVICE PROVIDED BY ECD OFFICERS												
Cumulative responses	2015/16				2016/17				2017/18			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percentage of respondents satisfied	76%	76%	75%	75%	75%	76%	76%	75%	74%	75%	75%	77%
Number of respondents satisfied	186	205	223	238	247	310	324	348	385	393	399	453
Number of valid responses	245	270	297	319	329	409	429	466	517	525	532	586
ANALYSIS												
<p>There are currently <b>107</b> confiscation investigations and <b>134</b> enforcement investigations. The Asset Recovery Team are also reviewing <b>285</b> historic enforcement investigations for POCA opportunities.</p> <p>Since April 2013, <b>5,788</b> City of London crimes have been disseminated to the Fraud Teams for investigation. <b>1,602</b> investigative outcomes have subsequently been reported by the Fraud Teams. This gives a cumulative outcome rate of <b>27.68%</b> of disseminated crimes resulting in an outcome, which is a rise compared to the outcome rate of <b>21.71%</b> reported in December 2017. During the latest quarter (Jan-Mar 18) there were <b>91</b> disseminations to COLP and <b>365</b> reported outcomes (<b>20</b> judicial and <b>345</b> non-judicial).</p> <p>Confiscation Orders are granted by the court against a convicted defendant ordering them to pay the amount of his benefit from crime. Victim compensation is often awarded from a confiscation order, which means funds recovered from the defendant will be allocated to victims and therefore not allocated through the ARIS scheme. This quarter saw success in this area with 15 orders being granted resulting in an overall compensation figure of over £600k.</p> <p>Cumulatively, since the survey's inception in 2014, <b>74% (439/592)</b> of victims have stated that they are satisfied with the service that was provided by ECD officers throughout their investigation. This is consistent with the cumulative level of satisfaction reported last quarter. Satisfaction has steadily increased over the last three years.</p> <p>Satisfaction regarding the initial service provided by ECD officers has also continued to rise in the last quarter. However, satisfaction regarding the outcome of investigations tends to fluctuate based on whether the victim receives a positive outcome.</p>												
ACTIVITY												
<p>The <b>Fraud Hub</b> received 17 referrals from NFIB for enforcement. 2 were accepted for investigation, 1 is being reviewed due to new evidence and 14 are under assessment with the Fraud Hub.</p> <p>The Force also accepted 51 Letters of Request and the Hub's Victim Unit is currently supporting officers with 9 jobs that between them have just over 2,990 victims.</p> <p><b>Economic Crime Academy</b></p> <p>For the year to date the Economic Crime Academy has delivered <b>96</b> courses attended by <b>1,201</b> delegates. Of the external delegates, <b>301</b> were from police forces, <b>513</b> from the public and charity sectors, and <b>229</b> from <b>22</b> private sector organisations. <b>99% (779/768)</b> of delegates have registered satisfaction with the courses. This is the same percentage as the previous year to date.</p>												

**Op Broadway:** This operation is a multi-agency partnership led by the Force to target criminals committing fraud within the City.

The Force investigators continue to receive bespoke Fraud training from the Academy. The specialist Fraud Advanced Disclosure program pilot has been successful and as a result the course is being taking to all fraud teams and Financial Investigation Unit. Senior managers attended the course on 6<sup>th</sup> March 2018.

The Lloyds of London working group is due to commence, forming part of a marine insurance industry group working to update working practices and target harden the marine insurance market. ECD will be part of the group, the main objective being to improve industry sector confidence in reporting fraud where business community sensitivities exist and the ability to work with police has been frustrated by elaborate contractual and legal processes. Terms of Reference have been drafted and were received for the first quarter.

Measure 5	Vulnerable Persons				Assessment			CLOSE MONITORING					
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to protect vulnerable people within the City and ensure the Force is providing an adequate response to improve public safety.												
Reason for Assessment	This area was reflected as Close Monitoring as part of TT&CG assessment. This quarter saw a reduction in the number of referrals via 136 forms compared to the previous quarter. However, the Force continues to monitor this as a new priority to ensure it can respond effectively to the threat of harm within the City.												
MONITORING MENTAL HEALTH WITHIN CITY – USE OF 136 FORMS													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Numbers of 136 Forms	20	20	11	11	11	12	15	14	15	11	5	10	
Trend	-	➡	⬇	➡	➡	⬆	⬆	⬇	⬆	⬇	⬇	⬆	
Number of Referrals	20	20	11	11	11	12	15	14	15	11	5	10	
Trend	-	➡	⬇	➡	➡	⬆	⬆	⬇	⬆	⬇	⬇	⬆	
DOMESTIC ABUSE CRIMES AND INCIDENTS													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of Domestic Abuse Crimes	3	6	13	3	8	9	TBC	TBC	TBC	TBC	TBC	TBC	
Trend	-	⬆	⬆	⬇	⬆	⬆	-	-	-	-	-	-	
Number of Domestic Abuse Incidents	11	4	6	6	10	12	TBC	TBC	TBC	TBC	TBC	TBC	
Trend	-	⬇	⬆	➡	⬆	⬆	-	-	-				
NUMBER OF CHILD COMING TO NOTICE (377's) COMPLETED IN RELATION TO DOMESTIC ABUSE CASES													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Number of domestic related CCN	1	3	4	2	1	1	N/A	N/A	N/A	N/A	N/A	N/A	
ANALYSIS													
<p>Note: <b>The Force is currently not able to provide a breakdown for Domestic Abuse Crimes and Incidents as well as 377 form use. Since the adoption of Niche we have been unable to extract data from this area which refers directly to the Force. Raw data can be obtained however this includes transcrimes, crimes and non-crime incidents and will not give the correct figure required for analysis.</b> FIB are working on a solution with Niche providers so we can ensure these stats can be extracted with accuracy.</p> <p><b>The 377 (CAN/CCN) system no longer exists.</b> This has been replaced by the Public Protection Notification (PPN) on Niche.</p> <p>The Force maintains a vulnerability dashboard which monitors 18 aspects of this area comparing activity to the previous year.</p> <p>The figures included in brackets are for the corresponding month in 2017. The introduction of NICHE has resulted in difficulties in collating some figures so complete accuracy cannot be guaranteed in all areas, and changes in thresholds or the way in which incidents are recorded has meant that it is difficult in some areas to obtain matching data for a reliable comparison.</p> <p>The comparisons of some key areas are as follows:</p> <p><b>Child Protection:</b> There were 25 ‘Child At Risk PPNs’ logged compared to 12 vulnerable child 377 reports the previous year.</p> <p><b>Child Sexual Exploitation:</b> 2 City occurrences flagged as ‘CSA -With Sexual Exploitation or ‘CSA –Without Sexual Exploitation’ compared to 3 CSE-related PPU non-crime enquiries the previous year.</p> <p><b>Mental Health:</b> 36 occurrences flagged as ‘Mental Health’ (24 mental health intels). 21 occurrences of ‘Safeguarding –Adult / Child’ associated with mental health.</p> <p><b>Missing Persons:</b> There were 15 reported occurrences in March compared to 6 in March 2017. 1 occurrence involved a child under 18 years (0) and intel report around a missing person (5).</p>													

**Adults at Risk:** There were 29 safeguarding reports created in March which is down from the 37 vulnerable adult 377 reports in March 2017.

**Rape & Sexual Offences:** There were 14 occurrences in March compared 3 the previous year.

**Rough Sleepers:** There were 14 intelligence reports marked as 'ASB –begging/vagrancy' compared to 34 rough sleeping intels reports the previous year.

#### ACTIVITY

The Force participates in regular Pan London Offender Management/Sex Offender management meetings set up with MPS and BTP to consider cross agency working and information sharing to better prevent known offenders from re-offending.

The Force secured its first Domestic Violence Protection Notice for a domestic abuse case where victim did not support a prosecution and there was insufficient evidence to charge. Officers then secured the Domestic Violence Prevention Order at court. Following this first order, the associated policy procedure will be reviewed prior to training for officers.

In support of the National Crime Agency's Operation Aidant intensification week, we released media safeguarding messages and post the intensification week a media update about us tackling modern slavery as part of the intensification week

Charge and remand secured for victimless prosecution for a violent Domestic Actual Bodily Harm due to excellent CCTV, statements and scene evidence.

A suspect was charged for revealing the identity of a complainant of a sexual offence after harassing his daughter and revealing her details on social media.

The Force is working to demonstrate the prevention of any misuse of personal data pertaining to vulnerable persons/that any misuse would be detected

The Force met with the Corporation in January to discuss rough sleeping, ensuring a joint approach with the Corporation via Streetlink and Outreach. This has been actioned via CoLP control triaging calls and redirecting callers where necessary to the relevant department where a police response is not always required.

#### Suicide Overview

January – 14 attempts and 1 suicide

February – 8 attempts and 0 suicides

March – 11 attempts and 0 suicides

There are a number of individuals of note who have multiple suicide attempts within the City. Plans are in place for those identified each month and the most vulnerable have response plans in formulated to assist in dealing with them more effectively to suit their needs.

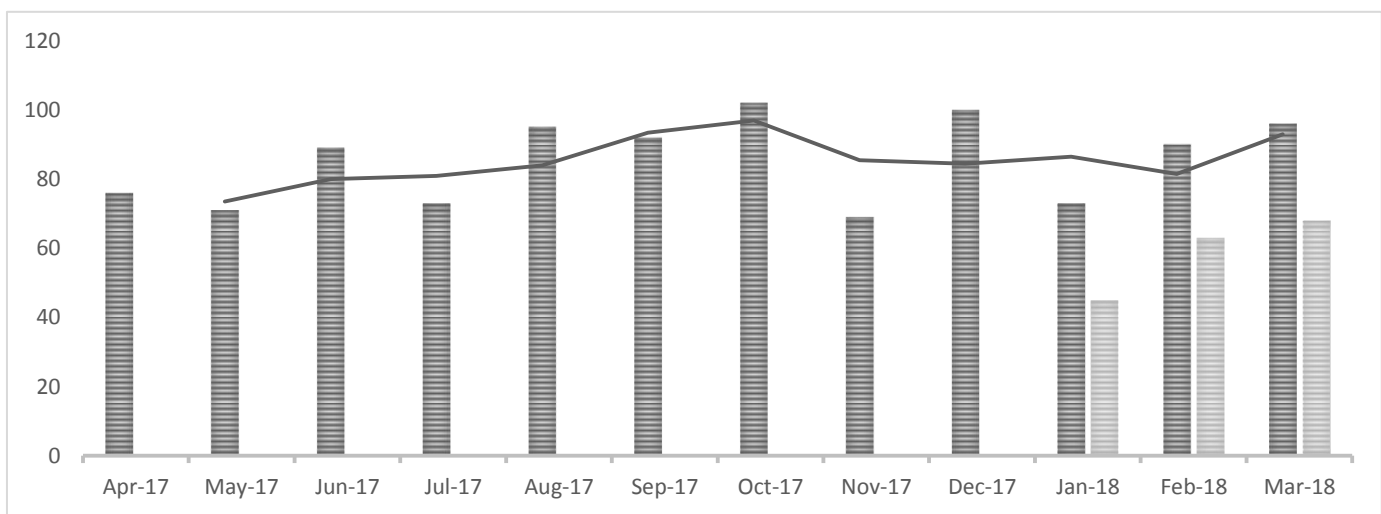
Year to date, 65% incidents have occurred at bridges and often locations include at the street, self-presentation at police stations and church/ hotel/shop. 10/29 individuals had come to notice before (either during this period or before). Work is carried out around each and plans are formulated to deal with the most prolific repeat victims and to ensure vulnerability is being addressed.

Joint suicide prevention plan with the Corporation is ongoing. Meeting held with the Corporation lead to discuss progress.

The OLLIE FOUNDATION have agreed to fund a pilot session of up to 50 young people in Suicide Intervention. Initial session to be hosted at Wood Street on Tuesday 22nd May. The session will be called 'SuicideTALK' and will focus on inviting participants to become more aware of suicide prevention opportunities in their community.

Street Pastors being deployed weekly, linked with UPD Duty Inspector – Pastors have been deployed to London Bridge for specific deterring of suicide attempt and Bishopsgate Corridor in line with the Patrol Strategy.

Measure 6	Victim Based Violent Crime				Assessment			CLOSE MONITORING						
AIM/RATIONALE	The aim is to provide the Force will 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.													
Reason for Assessment	This is reflected as Close monitoring due to the current in-year increases in this crime type.													
VICTIM BASED VIOLENT CRIME														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total	Trend
2015-16 (Month)	61	67	96	77	66	73	80	78	100	64	75	74	911	-
2016-17 (Month)	78	73	78	73	84	73	90	72	117	48	65	71	922	⬆️
2017-18 (Month)	76	71	89	71	94	90	100	67	96	95	92	112	1053	⬆️



#### ANALYSIS

At the end of the quarter, the Force had recorded 131 more offences of violent compared to the end of March 2017 (12.4% increase).

**Last year** there was an 8% increase in offences reported between February 2017 to March 2017 (63 offences vs 68 offences respectively). **There is an increase of 28 offences (41.2%) reported between March 2017 and March 2018.**

#### Violence with Injury

**27** incidents in March 2017 compared to **34** incidents in March 2018. Offences occurring throughout the week, with peak days being Saturday and peak times between 2100-0100, in line with the NTE.

#### Violence without Injury

**39** incidents in March 2017 compared to **58** incidents in March 2018. Harassment offences continue to be domestic related and be low impact on the victim. Offences more evenly spread across the week and time of day, with the expected, peak at 2300-0100. Offences are linked to Road Rage, removal from licensed premises, spitting and minor physical assaults. One was racially motivated.

#### Sexual Assaults

**2** incidents in March 2017 compared to **4** incidents in March 2018

4 sexual offences including 1 rape by known suspect at the Hilton Hotel and 1 attempted rape by cab driver. The two assaults were low level sexual assaults linked to NTE—one of the suspects was a colleague.

3 incidents were on Friday and one on a Thursday. All offences occurred during NTE.

**Summary**

The main criminality continues to be minor-no injury assaults linked to NTE. Assaults remain low level but we are seeing a pattern of assaults against staff such as door staff, taxi drivers and bar/retail staff. There are increased offences against members of staff during NTE (13.3%) in comparison to DTE (10.4%). 9 offences were linked to acquisitive crime, with 6 victims being staff.

**ACTIVITY**

Op Sceptre continues to be supported by CoLP / BTP / MPS. Focus of work will be preventing violence and weapons. Recent stop searches highlighted on Twitter.

Licensing to encourage more premises to use body worn video to reduce the number of violence without injury offences. It is currently used in a limited amount of venues.

Communities have been carrying out pop-up surgeries at the crime hot spots and these continue and updated are put on Twitter.

Acid attacks growing in frequency. National advice circulated to teams. Treatment boxes have been created and all vehicles carry them. Guidance regarding actions with regard to Acid attacks and CBRN circulated to front line officers.

Licensing team have undertaken an audit of all personnel connected with firearms and explosives licence and will entail PNC/PND checks of some sixty individuals.

Measure 7	Roads Policing				Assessment				CLOSE MONITORING							
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to improve road safety within the City and ensure the Force is providing an adequate response to mitigate this threat.															
Reason for Assessment	This was assessed as Close Monitoring at TT&CG due to a shortage of officers and specialist skill sets required for this area of policing.															
QUARTERLY KSI BREAKDOWN 2017/18																
	Q1				Q2				Q3				Q4			
	FATAL	SER	SLIGHT	TOTAL	FATAL	SER	SLIGHT	TOTAL	FATAL	SER	SLIGHT	TOTAL	FATAL	SER	SLIGHT	TOTAL
PEDESTRIANS	0	2	18	20	0	4	11	15	*	*	*	*	*	*	*	*
PEDAL CYCLES	0	2	24	26	0	3	16	19	*	*	*	*	*	*	*	*
POWERED 2 WHEEL	0	1	9	10	0	2	13	15	*	*	*	*	*	*	*	*
CAR OR TAXI	0	0	12	12	0	0	7	7	*	*	*	*	*	*	*	*
P.S.V.	0	0	2	2	0	0	3	3	*	*	*	*	*	*	*	*
GOODS	0	0	0	0	0	0	0	0	*	*	*	*	*	*	*	*
OTHER	0	0	0	0	0	0	0	0	*	*	*	*	*	*	*	*
Total Casualties	0	0	0	0	0	0	0	0	*	*	*	*	*	*	*	*
PI Collisions	0	5	59	64	0	9	47	56	1	10	62	73	0	12	47	59
ROAD POLICING AND SMOOTHING TRAFFIC FLOW																
		2016/17					2017/18									
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total					
Other operations	Phones/Seatbelts	343	300	182	229	1054	61	128	68	97	354					
Speeding in the 20mph zone	TOR	180	37	71	59	347	54	10	35	18	117					
	EFPN	38	22	41	41	142	27	11	N/A	N/A	38					
	Process	12	7	14	9	42	50	5	N/A	N/A	55					
TOTAL		573	366	308	338	1585	192	154	103	115	488					
Number of vehicles seized from ANPR only		27	28	34	24	113	33	32	26	19	110					
Total number of vehicles seized from ANPR / No Ins or No DL or both		18	91	86	77	272	83	84	66	76	309					
Number of pre planned enforcement and/or education operations targeting Large Goods Vehicle within City of London		33	37	42	45	157	38	36	45	44	163					
Number of LGV's stopped		335	282	297	340	1254	353	388	412	380	1533					
Number of LGV's stopped with offences		211	201	189	198	799	237	230	241	252	960					
Number of offences		534	461	464	397	1856	595	494	465	434	2065					
ANALYSIS																
<p><b>* Note:</b> Since the Introduction of Niche the Force has been unable to break down the KSI data into the categories shown within the table above. The overall data is provided for quarter 3 and 4 but at this time we are not able to show the breakdown in the same format as previously reported and are working to resolve this issue.</p> <p>The Niche issue is also impacting on wider road data which we have been working to address. EFPN data and Process data for the table above are not currently available and will be included within the total once the reporting issue has been resolved.</p> <p>For the year to date, there have been 302 Personal Injury (PI) Collisions resulting in 311 Casualties. 35 Killed and Seriously Injured (KSI) Casualties which includes 1 Fatality (during the last year). In comparison to the same period previous financial year a reduction of approximately -14% in PI collisions and -20% in casualties. A -26.52% reduction in total PI collisions over 4 year financial period.</p>																

**ACTIVITY**

Enforcement operations were impacted by weather conditions in latter part of February and March (snow / ice), however Roads Policing still undertook the following tasks during the last quarter:

Bike Safe leaflets were distributed by the Force during motorcycle campaign with details of education workshops and assessed rides by MPS.

There were no joint Corporation and police education campaigns in February.

A week of pedal cycle enforcement by the Force was complemented by the Corporation undertaking their Cycle Etiquette campaign at the same time. Two officers joined MPS colleagues to deliver MPS BikeSafe in Shoreditch on weekend education workshops and assessed rides for motorcyclists.

Extensive coverage in trade press and from Office of Traffic Commissioner and Transport for London on the success of Freight Compliance Unit (CoLP, MPS and DVSA partnership working) which sends out a strong message to non-compliant operators.

In March 2018 officers continued to support Operation Regina stopping 739 Public Hire Vehicles with 171 found to be non-compliant.

The Force participated in NPCC Seatbelt campaign, issuing 37 TOR's and supported the force-wide Operation Otley targeting uninsured vehicles with IFED colleagues. No offences were found.

The Force also ran TISPOL Operation Truck and Bus and a local week of action targeting poor road user behaviour. Both were affected by severe weather conditions. In Op Truck and Bus a total of 12 commercial vehicles were stopped, with one resulting in an ongoing company investigation for driving without tachograph, two processes for overweight and no Operator licence, one TOR for seatbelt offences and a further three drivers hours and insecure load offences.

The Force joined MPS colleagues to deliver MPS BikeSafe in Shoreditch on weekend education workshops and assessed rides for motorcyclists. This will be ongoing throughout the summer.

**Note on Roads Policing Capability:** Posts have been advertised externally a number of times, however there have been no fully qualified applicants. Adverts for Roads Policing Sergeant and Constable will be repeated. The Force is proactively contacting police training suppliers with a view to identifying a suitable course in 2018 and will be sending existing Roads officers on this training. DVSA are still assisting with provision of tachograph analysis and vehicle examination three days per week.



Measure 8	Public Order & Protective Security					Assessment		CLOSE MONITORING					
AIM/RATIONALE	The aim is to provide the Force with an overview of activity undertaken to mitigate the threat facing the City through public disorder and ensure the Force is providing an adequate response to mitigate this threat.												
Reason for Assessment	This is highlighted as Close Monitoring on with the continued pressure on capability with lack of Level 2 trained officers. The Force has a recruitment and training plan in place to address the current situation.												
PRE-PLANNED EVENT UPDATE													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Pre-planned Events	92	110	121	79	47	99	68	82	64	TBC	TBC	TBC	762
Events requiring police presence	53	59	64	39	21	45	47	71	49	TBC	TBC	TBC	448
Events requiring 5 officers or more	24	27	45	14	9	17	13	29	23	TBC	TBC	TBC	201
CRITICAL INCIDENTS													
	2016/17					2017/18							
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total			
Critical Incidents	3	1	5	2	11	3	1	5	TBC	9			
ANALYSIS													
<p>36 Public Offences shown, more than the FYTD average of 21.8 and the highest number of offences in the last 3 years during the same month. <b>FYTD TOTAL:</b> 262 crimes in comparison to 222 in the same reporting period last year (2016/17) = <b>Increase of 18.02%</b>. Dip sample analysis between 25/10/2017-23/03/2018 on the increase in public order offences (<b>85.71%</b>) and the decrease in violent crime (<b>25.32%</b>) shows Bishopsgate, Liverpool Street and London Wall as repeat locations for both crime types. Further analysis to be conducted to attribute the decrease of violent crime to the increase in public order offences.</p> <p>An analysis of Demonstrations/Protests/Marches (DPMs) indicates 12 days in comparison to 13 days of activity last month. This is lower than the FYTD average of 15 days in line with the trend in comparison to the last 2years. <b>FYTD TOTAL:</b> 180 days in comparison to 185 days during the same period last year (2016/17) = <b>A reduction of-7.69%</b>.</p> <p>Due to operational commitments and officer moves there has been a delay in the reporting on pre-planned events and critical incidents in this quarter.</p>													
ACTIVITY													
<p><b>Prevent Update:</b></p> <p>The Regional Public Order working and strategic groups have met. The force is part of the Pan London Public Order CADRE system and officers have been allocated weeks.</p> <p>Operation Sceptre continues the PAN London approach, working with Metropolitan Police Service and British Transport Police to reduce knife crime and the number families affected by knife crime across the whole of London.</p> <p>Operation Wimple – working in partnership with BTP around Transport Hubs in the City and Bishopsgate corridor to tackle violent crime/CT patrols.</p> <p>Operation Lamex, a joint operation with Hackney regarding Robbery/Knife crime borders of the City-MPS.</p> <p>Community Engagement Patrols - As a Force we are participating in the Home Office ‘Best Use of Stop and Search Scheme’ and the community engagement patrol forms part of our commitment to this. Members of the public on patrol with Support Group Officers.</p> <p>The Community Engagement Patrol is designed to allow the community to engage with police staff, increase understanding of our work and allow for feedback to be given to our Stop and Search Scrutiny Group about their experiences. The intention is that this process will increase trust in the police.</p>													

**Protest Update:**

For the year to end of February there were 170 protests within the City compared to 185 in total for the whole of 2016/17. Of the protests recorded 21 took place between January and the end of February. The majority of the protests relate to Union and environmental issues with 55 and 63 being classed respectively within these categories.

**Protect:** The Force continues to work collaboratively and proactively in response to public order related crime.

**Operation Strongbox** - Cross boarder operation CoLP, MPS & BTP – tackling Knife Enabled Crime, Robbery (Media Coverage)

**Operation Attrition/Venice** Pan London approach tackling robbery suspects on stolen motorcycles. Working with Operation SCEPTRE Task Force / North Area Tasking Team.

**Operation Gondola** – A cross border operation with the MPS providing an enhanced co-ordinated response to moped & knife crime.

**Operation Wimpile** – Joint Operation with BTP Transport Hubs, Night Time Economy - Thursday, Friday, Saturday Nights.

**Patrol Strategy** – patrolling key areas of the City to increase confidence and satisfaction and reduce crime.

**Specialist Dog Unit** – Working in partnership with MPS Dogs. CoLP dogs booking on with City & MPS Control room so that we have a PAN London approach to dog assets available in case of a Terrorist attack in London.

**Recruitment Activity for Increasing Level 1 & Level 2 trained officers.**

Inspector UPD continues to organise recruitment drives among the groups. Public Order Instructors attend musters and speak with officers who may not have thought of level II as a career path. This will also include an open day at Gravesend. This is monitored at the Public Order working group. HR are holding recruitment campaigns for both external and internal recruitment of public order officers. Currently 6 Transferees are to be boarded for current vacancies and there a 6 internal applicants. This will boost capability considerably.

Measure 9	Acquisitive Crime	Assessment	CLOSE MONITORING											
AIM/RATIONALE	The aim 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.													
Reason for Assessment	This remains assessed as Close Monitoring.													
ACQUISITIVE CRIME														
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total	Trend
2015-16 (Month)	285	284	263	296	247	263	261	272	229	215	245	251	3111	-
2016-17 (Month)	276	257	286	290	316	318	279	312	290	241	298	382	3545	↑
2017-18 (Month)	282	321	292	259	319	261	328	346	348	376	325	342	3799	↑

**Reported Number of Offences**

Month	Offences
Mar-17	376
Apr-17	285
May-17	405
Jun-17	335
Jul-17	325
Aug-17	375
Sep-17	320
Oct-17	345
Nov-17	395
Dec-17	415
Jan-18	380
Feb-18	365
Mar-18	365

ANALYSIS
<p>Although there have been noticeable decreases in levels of acquisitive crime over the past year, the Force ended March 2018 recording 254 more offences than at the same point the previous year, an increase of 6.6%.</p> <p>Over the past quarter, the latest analysis shows Theft from Motor Vehicle (TFMV) decreased whilst Shoplifting and Pedal Cycle Theft both saw increases from February to March.</p> <p><b>WEDNESDAYS (63%)</b> were peak offending days for TFMV in March. <b>38%</b> of offences occurred from <b>midnight to 0400hrs</b>.</p> <p><b>Shoplifting :Fridays (20%)</b> have been the common offending day with peak shoplifting times from in March (44%).</p> <p><b>Pedal Cycle theft: Mondays had the highest number of thefts in March with 32% (6/20).</b> Weekends have been amongst the lowest of the pedal cycle thefts. <b>Over 50%</b> of pedal cycle thefts occurred between <b>1600hrs to 2000hrs</b> in March, which implies that offenders maybe most active in the early evenings.</p>
ACTIVITY

The Force continues to work closely with the MPS, especially on Moped Enabled Crime. (OP GONDOLA). Regular liaison will continue to ensure the Force is sighted on any operational activity that could displace criminality and so that support can be offered when appropriate.

Positive results have been seen during February with 38 fewer offences reported compared to the same point the preceding year. Work continues to adapt the tactical response to the changing MO of the offenders.

A business case for Selecta DNA spray is being researched and considered for deployment in the City as part of the Gondola 4P (Pursue, Prevent, Prepare and Protect).

Measure 10	Victim Satisfaction	Assessment	CLOSE MONITORING	
AIM/RATIONALE	The aim of this measure is to provide the Force will 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. The Force includes victims of acquisitive crime, which is not required by the Home Office, as without those victims, the sample size for the City of London would not be statistically valid.			
Reason for Assessment	The third quarter survey results show the Force at 80.2% overall satisfaction for the combined first 3 quarters this year. This is below 85% and results in the assessment criteria of Close Monitoring.			
VICTIM SATISFACTION				
Quarter 3 Satisfaction by area of service				
Area of Service	% Very Satisfied	% Difference Q3 2016/17	% Fairly Satisfied	% Difference Q3 2016/17
Ease of Contact	72.6%	4% Decrease ↓	91%	2.9% Decrease ↓
Actions Taken	58.8%	10.7% Decrease ↓	71.8%	12.6% Decrease ↓
Follow up	64.2%	6.4% Decrease ↓	79.3	3.5% Decrease ↓
Treatment	86.4%	2.3% Decrease ↓	92.9%	1.8% Decrease ↓
Overall	68.5%	4.7% Decrease ↓	80.2%	3.5% Decrease ↓
ANALYSIS				
<p>The results have been analysed using accumulative figures from April 2017-December 2017 with comparisons to the cumulative figures from April 2016-December 2016. <b>NOTE: Quarter 4 results have not yet been received by the Force and will impact on these figures.</b></p> <p>There are 80.2% of respondents that are ‘<i>at least fairly satisfied</i>’ with the overall service that they received (This is a 3.5% decrease compared to Q3 2016/17).</p> <p>There has been a 12.6% decrease in victims that are ‘<i>at least fairly satisfied</i>’ with the actions taken compared to Q3 2016/17.</p> <p>There have been decreases in both satisfaction at the ‘<i>at least very satisfied</i>’ and the ‘<i>at least fairly satisfied</i>’ level for all areas of service for Q3 when comparing to 2016/17</p> <p>Regression analysis in SPSS has demonstrated that the service areas of ‘Being kept informed of progress’ and ‘Actions taken’ have the greatest impact on overall satisfaction with the whole experience.</p> <p>There has been large decrease in satisfaction with actions taken at both the ‘<i>at least very</i>’ and ‘<i>at least fairly satisfied</i>’ level. This is likely to be there as on for the decrease in overall satisfaction also. For Q3 there were 6 respondents that were ‘completely dissatisfied’. 3 were violent crime, 1 vehicle, 1 theft and 1 cycle theft.</p> <p>A number of recommendations have been made to address the reduction in satisfaction, including:</p> <ul style="list-style-type: none"><li>• Officers receiving individual feedback which has been proven to increase satisfaction in other forces. Where officers can be identified individual officer feedback should be completed by providing both good and bad feedback to both the officer themselves and their Sergeants.</li><li>• More in-depth analysis around those victims that are dissatisfied -is it in relation to a certain crime type? A certain profile of victim?</li><li>• Making victim care a priority within briefings before officers go out and as a reminder to keep victims informed of progress. Award/recognition for officers that go above and beyond in relation to victim care could also be beneficial.</li></ul> <p><b>Analysis of the Survey feedback has identified action taken that makes a victim “completely satisfied” with the service they</b></p>				

**received:**

- 1) Being able to report their crime promptly and easily
- 2) Having all their questions answered
- 3) Being informed of the outcome (especially if there is a positive outcome)
- 4) Being kept informed throughout the duration of the crime
- 5) Dealing with officers who were friendly and professional
- 6) Being informed, understanding and agreeing with the actions taken and being seen to take action

Measure 11	Community Satisfaction	Assessment	REPORTED ANNUALLY
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.		
Reason for Assessment	This measure is recorded as Requires Action as less than 80% of respondents felt safe within the City which is the main measure associated with scoring.		
COMMUNITY SATISFACTION RESULTS			
The Customer survey finished on 14 <sup>th</sup> November with 542 responses. The main themes of the survey are summarised below:			
1) How much of a problem do you consider the following issues to be in the City of London? From this question the three largest concerns were: <ul style="list-style-type: none"><li>Unsafe drivers and other road users (491 respondents)</li><li>Terrorism (476 respondents)</li><li>Personal Theft (449 respondents)</li></ul> <p>This year sees road use stay as the top concern, traffic congestion was the top last year with speeding traffic second and the refreshed choices confirm that unsafe road use remains the top concern, this includes perception of driving, cycling and use of the roads by pedestrians as well.</p>			
2) In terms of personal security, please rate how safe you feel in the City? 77.6% of respondents felt safe in 2016/17, this has risen for 2017/18 to <b>78.81%</b> this year continuing the positive trend from 2015/16. This is taken into account with the perception that terrorism is now the second concern but that respondents still felt safe within the City despite their rise in concern for this issue.			
3) How Satisfied are you with how the City of London is policed? In 2016/17 54.25% (172) of respondents were totally or quite satisfied with an additional 23.03% (73) feeling just ok. This represented a reduction of 25.86%; which was explained through the number of responses received via a cycling group who reacted to the wording of the choices in question 2.  The responses in 2017/18 recorded a total of 76.48% (413) of respondents who were totally or quite satisfied with an additional 14.81% (80) feeling just ok, this represents an increase on the previous year of 22.23%. While last year’s drop in satisfaction can be explained through negativity from a perceived marginalised group this year sees the response going back to historic levels.			
4) Please explain why you are ‘not satisfied’ or ‘very unsatisfied’. Overall there were a number of themes that were identified by the public as reasons for not being satisfied with the service offered by the Force, these themes were:  A) <i>Not enough Police Visibility/Officers on the Street</i> B) <i>Lack of Police Funding (Also contributing to reason A)</i> C) <i>Issue with Cyclists</i> D) <i>Issue with traffic enforcement/minor offences</i>			
5) In the City of London, of the following what do you consider the three areas that cause you the most concern? The top 3 priorities identified in 2017/18 were: <ul style="list-style-type: none"><li>Threat of Terrorism: 393 respondents.</li><li>Personal Theft: 233 respondents.</li><li>Road Safety: 217 respondents.</li></ul>			
6) How would you prefer to receive information from the City of London Police? The top responses this year were: <ul style="list-style-type: none"><li>Regular e-mails: 338 respondents</li><li>Text Message: 210 respondents</li><li>Twitter: 151 respondents</li></ul>			

**7) In relation to the City of London, are you....**

The majority of respondents this year were workers with 420 completing the survey, 76 residents also completed the form.

This measure is recorded as Requires Action as less than 80% of respondents felt safe within the City which is the main measure associated with scoring. The Force will review responses and use this to inform priorities for the 2018/19 plan so that action can be taken to increase the feel of safety within the City.



ASB DATA													
ASB	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
2017-18 (Month)	-	-	-	-	-	129	137	130	131	131	113	TBC	770
ANALYSIS													
<p><b>NOTE: AT THE TIME THE REPORT WAS PREPARED, ONLY DATA TO THE END OF FEBRUARY WAS AVAILABLE.</b></p> <p><b>Youths cycling</b>  Noticeable and already managed is the steep increase in reporting around youths cycling, often in large numbers, in the area of Castle Baynard Street and Tower Place. 6 Section 35 Dispersal Orders have been issued since January 2018 and they have all been as a result of an organised cycling event creating low level ASB such as Graffiti, littering, and intimidating/dangerous cycling the justification for the S35 was met and considered proportionate.</p> <p>The Chief Inspector Communities has since met at Southwark Council offices with the MPS, Southwark Council and the leader of the events on the 14<sup>th</sup> March 2018. After negotiation, it was agreed that the organiser would put messages out to all his followers that Castle Baynard St and Tower Place were no longer to be used as gathering places on Saturdays. Chief Inspector Communities received information from the MPS who are monitoring the Instagram page, and it was posted that these locations are no longer to be used. Proactive policing operations continued over the following weeks with assistance from MPS and Southwark Council at Castle Baynard to assist with any issues if they arose. To date this appears to have worked and since the meeting there have been no issues at the locations.</p> <p><b>Drunk</b>  Also noticeable and increased from last reporting are reports relating to people who are drunk, who are often also abusive aggressive or a nuisance.</p> <p><b>ASB - by type</b>  The predominant reasons for reporting ASB remain related to rough sleeping and begging, where there are continuing reports of rough sleepers blocking doorways and fire exits, and for begging reports in January, nearly all are giving a description of Eastern European females wearing multi-coloured headscarves.</p> <p><b>Repeat locations</b>  Some locations are continuing to repeat from previous reporting, but some new ones are emerging. The first and longest – Castle Baynard Street relates to the youths cycling in large groups and causing a nuisance, however this has now been addressed. Previous repeating locations from earlier reporting are not as prevalent in January, for example Bishopsgate, and may be as a result of patrol strategy activity.</p>													

