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<i>Publication Scheme Y/N</i>	N
<i>Title &amp; version</i>	Central Operations performance against OCU objectives
<i>Purpose</i>	To provide an overview of performance issues across Central Operations to enable the business group to update MPA PPRC
<i>Relevant to</i>	DAC Alan Given; Business Group performance management; senior command team; PPRC
<i>Summary</i>	This report provides a snapshot summary of performance against OCU objectives for the Central Operations Command, April to September 2005.
<i>Creating Branch Code and Directorate</i>	Central Operations, Central Tasking Team
<i>Author (plus warrant/pay no)</i>	Graeme KEELING 85069246
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## Central Operations operational command unit performance measures April to September 2005 /06

CO4 Disclosure Service			
	<i>Target</i>	<i>Performance April to September 2005</i>	<i>Comment</i>
	To process 90% of (funded) applications within ten working days.	26%, against 206,737 received and 199,565 returned. 53,856 were returned within 10 working days.	See main report for detailed explanation of performance.
	To reply to all requests within the statutory limit of 40 days.  To respond to 95% of requests within 28 days.	91%, against 100,771 received and 97,708 signed off. 89,920 completed within 28 working days.	
	To update 90% of records within two working days of an application.	94% (12,837 records).	

**CO10 Central Communications Command – for information only**  
**WILL TRANSFER TO CENTRAL OPERATIONS COMMAND IN APRIL 2006**


	<b>Target</b>	<b>Performance April to September 2005</b>	<b>Comment</b>
	999 calls answered. S/L Target 80% in 15 seconds	82%	Performance remains above target, with improvements since August.
	Public Calls (to TOC) - Service Level. S/L Target 60% in 30 Seconds	83%	Performance within target and stable.
	Non 999 (in GS) - Service Level. S/L Target 60% in 30 Seconds	90%	Performance within target and stable.
	I-Calls - % within target (Metcall Boroughs only). Target 80% in 12 minutes	68%	Performance below target but stable; improvement required over the remainder of the year if target to be met.
	I-Calls - average response time (Metcall Boroughs only). Improve average response times	13 mins 04 secs	Despite the target not being met for I calls arrived at within target time, average response times have not been improving over the year.

CO11 Public Order Branch			
	<b>Target</b>	<b>Performance April to September 2005</b>	<b>Comment</b>
	Reduce Abstractions from BOCUs - Target -5%	66% increase in abstractions from BOCU	BOCU abstractions fall significantly outside target levels, largely as a consequence of commitments to Aid made during Operation Theseus and subsequently.
	Source Aid from non-BOCUs - Target 2.5%	2.1% sourced from non-BOCUs	

CO14 Clubs and Vice			
	<b>Target</b>	<b>Performance April to September 2005</b>	<b>Comment</b>
	Number of visits to casino premises. 48 this year	15 visited so far this financial year	Target likely to be met.
	Number of visits to club premises. 35 visits per year	701 visits during April to June	
	<ul style="list-style-type: none"> <li>• Number pro-active operations - 5 a year</li> <li>• Number of arrests from above</li> <li>• Number of judicial disposals from above</li> <li>• Street value of drugs seized</li> <li>• Cumulative total of sentences imposed</li> <li>• Assets seized</li> <li>• Promotion risk assessments completed</li> <li>• Number of offences detected on visits - 100 a year</li> </ul>	4 5 1 £20 13 years N/a 1N/a	These performance figures are for April to June this year
	The Street Offences Unit will ensure that at least 60% of enforcement activity in respect of street prostitution and kerb crawling is carried out on street crime priority boroughs.	90%	Figures are from April to June

	The Obscene Publications Unit will respond to requests for assistance from all parts of the organization in respect of unusual occurrences likely to provoke public outcry.	23 requests dealt with, totalling 10 & ¾ hours of work,	Figures are from April to June
	Organised Crime The Vice Unit will produce, and work to an operational and investigative protocol with the National Crime Squad and SCD 'Operation Reflex' to tackle level II and III sexual exploitation at borough level.	5 operations ongoing, 7 arrests made	Figures are from April to June
	The Financial Investigation Unit will seek to increase the amount of criminal benefit identified and asset confiscated, by 10% on 2004/05. <ul style="list-style-type: none"> <li>• Value of criminal benefit identified</li> <li>• Value of assets under restraint</li> <li>• Value of assets seized</li> <li>• Number of asset seizure operations initiated</li> </ul>	£3.1 million N/a N/a 8	The amount of asset identified is significantly up on the same time last year, although there is no asset yet under restraint, or seized. The number of asset seizure operations initiated runs at a similar level to last year.

**CO15 Traffic OCU**

	<b>Target</b>	<b>Performance April to September 2005</b>	<b>Comment</b>
	<p>Reduce the number of killed and seriously injured people on the road each year by 4%, using the 1994-1998 baseline average, to achieve an overall reduction of 40% by the year 2010 (5% per year and 50% for children). 6% reduction in P2W KSI in 2005/06.</p>	<ul style="list-style-type: none"> <li>• 103 (killed only) against 135 for the same time last year.</li> <li>• 2 child casualties killed</li> <li>• 4 powered two-wheeler casualties killed</li> </ul>	<p>Due to the time lag between initial reporting and completion of the investigation, complete and current data can not be provided. Therefore, the figures quoted are provisional and likely to change over time.</p>
	<ul style="list-style-type: none"> <li>• Number of endorsable Fixed Penalty Notices (FPNE) issued</li> <li>• Number of non-endorsable Fixed Penalty Notices (FPNN) issued</li> <li>• Number of process issued</li> <li>• Number of CLE 2/8s issued</li> <li>• Number of arrests for:                             <ul style="list-style-type: none"> <li>- TNO</li> <li>- Non-crime</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• 2,057</li> <li>• 1,192</li> <li>• 1,485</li> <li>• 1,001</li> <li>• 527</li> <li>• 1,075</li> </ul>	<p>This section details traffic and ANPR activity combined.</p>



**CO16 Centralised Traffic Criminal Justice Unit**



	<b><i>Target</i></b>	<b><i>Performance April to September 2005</i></b>	<b><i>Comment</i></b>
	Reduce the number of killed and seriously injured people on the road each year by 4%, using the 1994-1998 baseline average, to achieve an overall reduction of 40% by the year 2010		Data not yet available
	100% of FPNs to be processed to a Home Office-reportable disposal status. 100% of PNDs to be processed to a Home Office reportable disposal status. 100% of PNDs to be processed to a Home Office reportable disposal status. 100% of process report book and collision cases to be processed to a disposal status within the 6 month Statutory Time Limit. Camera deployment, enforcement activity, processing and case disposals to meet annual targets in the current London Safety Camera Partnership Operational Case		Data not yet available







	<p>100% of FPNs to be processed to a Home Office-reportable disposal status</p> <p>100% of process report book and collision cases to be processed to a disposal status within the 6 month Statutory Time Limit.</p> <p>800 per month</p>		<p><u>Note:</u> at present it is not feasible to count the number of collision and process cases generated exclusively by Traffic OCU officers. This will become possible with the introduction of a new IT system – TRIS – being implemented at the end of 2005/6.</p>
	<p>100% of FPNs to be processed to a Home Office-reportable disposal status.</p> <p>100% of PNDs to be processed to a Home Office reportable disposal status</p>		<p>Data not yet available</p>
	<p>100% of FPNs to be processed to a Home Office-reportable disposal status</p>		<p><u>Note:</u> “Traffic Warden OCU” is now part of Traffic OCU and no longer exists as such. Traffic Wardens issue very few police FPNs (so few they are probably not worth measuring). Wardens issue Red Route PNDs which are recorded and processed by TfL</p>
	<p>Camera deployment, enforcement activity, processing and case disposals to meet annual targets in the current London Safety Camera Partnership</p> <p>Operational Case</p>		<p>Data not yet available</p>





**CO17 Transport OCU**




	<b>Target</b>	<b>Performance April to September 2005</b>	<b>Comment</b>
	<p>Customer Satisfaction Surveys (CSS) carried out by <i>NOP Consumer Market Research</i> for London Buses.</p> <p> (A) Passenger Perception of Safety and Security on bus. To Score 100</p> <p> (B) Passenger Perception of Safety and Security at bus shelters. To Score 100</p> <p>Arrest rate per officer (ARPO) for Area and Cab Teams. No Target set</p>	<p>Half year scores April 2005 to September 2005. TOCU routes vs Non TOCU routes</p> <p>(A) TOCU Routes score - 83 Non TOCU score - 85</p> <p>(B) TOCU Routes score - 79 Non TOCU score - 80</p> <p>These figures are the ARPO for area and Cab teams only (Excludes Congestion team). April - 1.8 May - 1.9 June - 2.3</p>	<p>The Customer Satisfaction Survey (CSS) results are produced quarterly. Approximately 800 interviews are carried out every four weeks with passengers alighting from buses between 7.30 am and 9.30 am at a carefully selected sample of bus stops throughout Greater London. Brief interviews are conducted out by a team of specially trained market research interviewers. The interviewer records passenger's responses to a series of questions about a comprehensive list of service attributes concerning the journey that has just been made. Satisfaction is scored on an eleven-point scale (0 = extremely dissatisfied 10 = extremely satisfied). This is then converted to a score out of a hundred for ease of understanding.</p>
	<p>Customer Satisfaction Surveys (CSS) carried out by <i>NOP Consumer Market Research</i> for London Buses.</p>	<p>Half year scores April 2005 to September 2005. TOCU routes vs non TOCU routes</p>	



 	<p>(C) Satisfaction with Bus Services (Reliability). To Score 100</p> <p>(D) Satisfaction with Bus Services (Journey Time). To Score 100</p>	<p>(C) TOCU Routes score - 74 Non TOCU score - 71</p> <p>(D) TOCU Routes score - 81 Non TOCU score - 82</p>	
	<p>iii) Enforcement of the law relating to taxis and private hire vehicles (PHV) within the Metropolitan Police District to ensure the safety of the public, focusing on agreed priority locations. PSV survey Surveys – availability of touts</p>		
	<p>iv) To assist the control and where possible the reduction of congestion at agreed priority locations within the Metropolitan Police District.</p>		<p>Being developed with TFL. A Pilot has taken place but this has been delayed due to the recent events in Central London.</p>
	<p>v) To ensure the efficient movement of buses other road traffic and other road users on the TLRN by in particular the enforcement of decriminalized parking offences and moving vehicle contraventions. Observed levels of offending on Red Routes</p> <p>(a) High Status - 1.2 vehicles per mile</p>	<p>Quarterly returns from July 2005 to September 2005</p> <p>(a) Corridor routes 1.9 Non corridor routes 1.0</p>	<p>The Red Route network is broken down into three categories – high, medium and low. High status is commercial areas, medium status is a mixture of commercial and residential areas and low status is self-enforcing, residential areas. The Red Route monitoring team cover the whole of the red route network quarterly during three periods of the day Morning Peak 7 – 10 am,</p>





	(b) Medium Status - 0.8 vehicles per mile  (c) Low Status - 0.8 vehicles per mile  Penalty Charge Notices issued by TPCSOs and Traffic Wardens. None set	(b) Corridor routes 0.8 Non corridor routes 0.8  (c) Corridor routes 0.4 Non corridor routes 0.2	10 am to 4 pm, Evening Peak 4 – 6 pm. The team record the number of vehicles seen offending on single and double red lines. The offending rate is calculated using the amount the mileage covered against the number of vehicles seen offending. Due to staff shortages, the entire Red Route was not covered for this period. The data reported reflect the observed levels of offending for the mileage covered
	As part of a programme to use our people effectively we comply with mps attendance management policy and achieve or better the targets to reduce working hours lost (measured in working days):		
	i) Police officers. Working days lost to sickness per officer per year. 8 days	4.8 days per officer	Calculation on rolling 12 month average.
	ii) TPCSOs. Working days lost to sickness per officer per year. 9 days	14.5 days per officer	Target levels exceeded and performance declining
	iii) Traffic Wardens. Working days lost to sickness per officer per year. 9 days	12.5 days per officer	Target levels exceeded but remain stable
	iv) Police Staff. Working days lost	6.6 days per officer	Level remains within target,

	to sickness per officer per year. 9 days		performance improving.
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<b>CO18 Operational Support OCU</b> Air Support Unit			
	<b>Target</b>	<b>Performance April to September 2005</b>	<b>Comment</b>
	Devote 20% of available flying time to pre-planned crime reduction activities.	18%	As defined by CO Tasking Process
	20% of allocated flying time delivered in support of pre-planned counter terrorist activities.	23%	'Allocated flying time' Nominally set at 20% of total time. Reviewed every two weeks based on 'Threat Assessment'
	Respond to 80% of requests for assistance at high-speed vehicle pursuits.	83%	See below
	Respond to 80% of requests for assistance at incidents involving rooftops, railways or water.	(83%)	Same as above. These two areas are measured as one.
	90% of requests to provide high quality aerial imagery completed within 5 days	259 tasks requested 256 tasks completed 99% achieved	




CO18 Operational Support OCU Dog Support Unit					
	Target	Performance April to September 2005			Comment
	Provide proactive 24-hour pan-London emergency and operational response cover by general purpose dogs. 80% of shifts covered.	<ul style="list-style-type: none"> <li>• 366 shifts available</li> <li>• 319 shifts where target achieved</li> <li>• 87% achieved</li> </ul>			Minimum staffing - GP handlers. Twelve per shift Days/Nights
	Provide 24-hour pan-London emergency and operational response cover by trained tactical firearms support dogs. 80% of shifts covered.	<ul style="list-style-type: none"> <li>• 732 shifts available</li> <li>• 548 shifts where target achieved</li> <li>• 75% achieved</li> </ul>			Minimum staffing – CO19 handlers. Four per shift Days/Nights Minimum strength has not been met in any month so far this year.
	Provide 24-hour operational response capabilities for pre-planned operations, including weapons recovery, drugs detection (proactive and passive) and seizure of dangerous dogs. 80% of shifts covered.	Requests	Supplied	% supplied	All targets met.
		Firearms 369	343	92%	
		Proactive drug detection 568	496	87%	
		Passive drug detection 177	163	92%	
		Seizure of dangerous dogs 118	113	96%	
	Provide 24-hour response capabilities for directed patrols and pre-planned operational taskings, in accordance with priorities set by the MPS Tasking	21,586 pre-planned operations in response to CO Tasking Process			

	and Co-ordination group. Measured by the number of pre-planned activities		
	Provide proactive 24-hour pan-London response cover by explosives detection dogs. 80% of requests covered.	<ul style="list-style-type: none"> <li>• 1,363 requests</li> <li>• 1,362 supplied</li> <li>• 99.9% supplied</li> </ul>	
	Provide specific tactical operational capabilities in relation to explosives detection by dogs (including Heathrow Airport and Marine Legion Patrols).	100%	Heathrow SLA: 2 Units 0700-2400

<b>CO18 Operational Support OCU</b>			
<b>Marine Support Unit</b>			
	<b>Target</b>	<b>Performance April to September 2005</b>	<b>Comment</b>
	Provide 24-hour emergency and operational support on river Thames and operational support to any other waterway or water environment. 95% of shifts covered	<ul style="list-style-type: none"> <li>• 366 shifts</li> <li>• 366 shifts where two boats provided</li> <li>• 100% shifts where two boats available</li> </ul>	
	Maintain the number of high visibility searches of specified key economic points and vulnerable security sites. 95% of responses met	<ul style="list-style-type: none"> <li>• 2,442 target</li> <li>• 10,851 completed</li> </ul>	
	80% Underwater and Confined Space Search Team (UCSST) officers to be deployed not less than 80% of the time on the following categories of operational duties: a) UCSST specialist search; b) C/T tasking; c) Other Operational duties.	<ul style="list-style-type: none"> <li>• UCSST 92%</li> </ul>	
	Proactive Unit officers to be deployed not less than 80% of the time on the following categories of operational duties: a) line access operations; b) C/T tasking; c) other operational duties.	<ul style="list-style-type: none"> <li>• TAC 95%</li> </ul>	



CO19 Force Firearms Unit			
	Target	Performance April to September 2005	Comment
	<p>Providing firearms support to BOCUs to improve neighbourhood safety and providing firearms support to OCUs and agencies involved in minimising the risk from terrorist activity and those involved in reducing the level of gun related crime.</p> <ul style="list-style-type: none"> <li>• % ARV calls attended within 12 minutes</li> <li>• Average travelling time</li> <li>• Number of ARV deployments</li> <li>• Number of SFO operations</li> <li>• The number of firearms recovered</li> </ul>	<ul style="list-style-type: none"> <li>• 83%</li> <li>• 11.1 minutes 12 month average to September</li> <li>• 1412 April to September</li> <li>• 358</li> <li>• 686</li> </ul>	Firearms recovered does not include those by TSTs or FETs (see below)
	Providing high quality firearms training to the MPS, as measured by the training quality of service survey	92% of responses were positive (98% if 'Not Applicable' responses are removed), 115 (2.6%) negative in September	Respondents surveyed with 16 questions to gauge quality and effectiveness of training given. 312 responses in September.
	<p>Providing a robust and efficient Firearms Licensing system.</p> <ul style="list-style-type: none"> <li>• Number of weapons seized</li> <li>• Number of licence revocations</li> <li>• Number of licence refusals</li> <li>• Number of prosecutions (inc. cautions)</li> </ul>	<ul style="list-style-type: none"> <li>• 23 September 2005</li> <li>• 2</li> <li>• 8</li> <li>• 11</li> </ul>	

CO20 Territorial Support Group			
	<b>Target</b>	<b>Performance April to September 2005</b>	<b>Comment</b>
 	<p>Strategic Reserve: To maintain a strategic reserve to deal with incidences of spontaneous Public Disorder, and to train and equip officers to deal with planned disorder.</p> <ul style="list-style-type: none"> <li>• 95% of all TSG Officers must be trained to level one Public Order.</li> <li>• TSG to be available and attend 100% of all calls requested by CCCIR as directed by Chief Inspector IR</li> </ul>	<ul style="list-style-type: none"> <li>• 100%</li> <li>• 100%</li> </ul>	<p>Officers must attend public order training course for each of the six modules per year</p>
	<p>Terrorism: Maintain an effective response to suspected and actual terrorist incidents.</p> <ul style="list-style-type: none"> <li>• Total TSG support to counter terrorism to be 17% of available time</li> <li>• Number of counter terrorism operations conducted. No target set</li> </ul>	<ul style="list-style-type: none"> <li>• 22.6% average April to September 2005</li> </ul>	<ul style="list-style-type: none"> <li>• Month on month performance improvements: 43% support in July in response to 7/7 and 21/7 incidents</li> </ul>
	<p>Citizen Focus/Demand Management: To provide the correct level of support to</p>		<p>Correct support to boroughs:</p> <ul style="list-style-type: none"> <li>• Commissioner's Reserve to provide 1/3/18 daily</li> </ul>



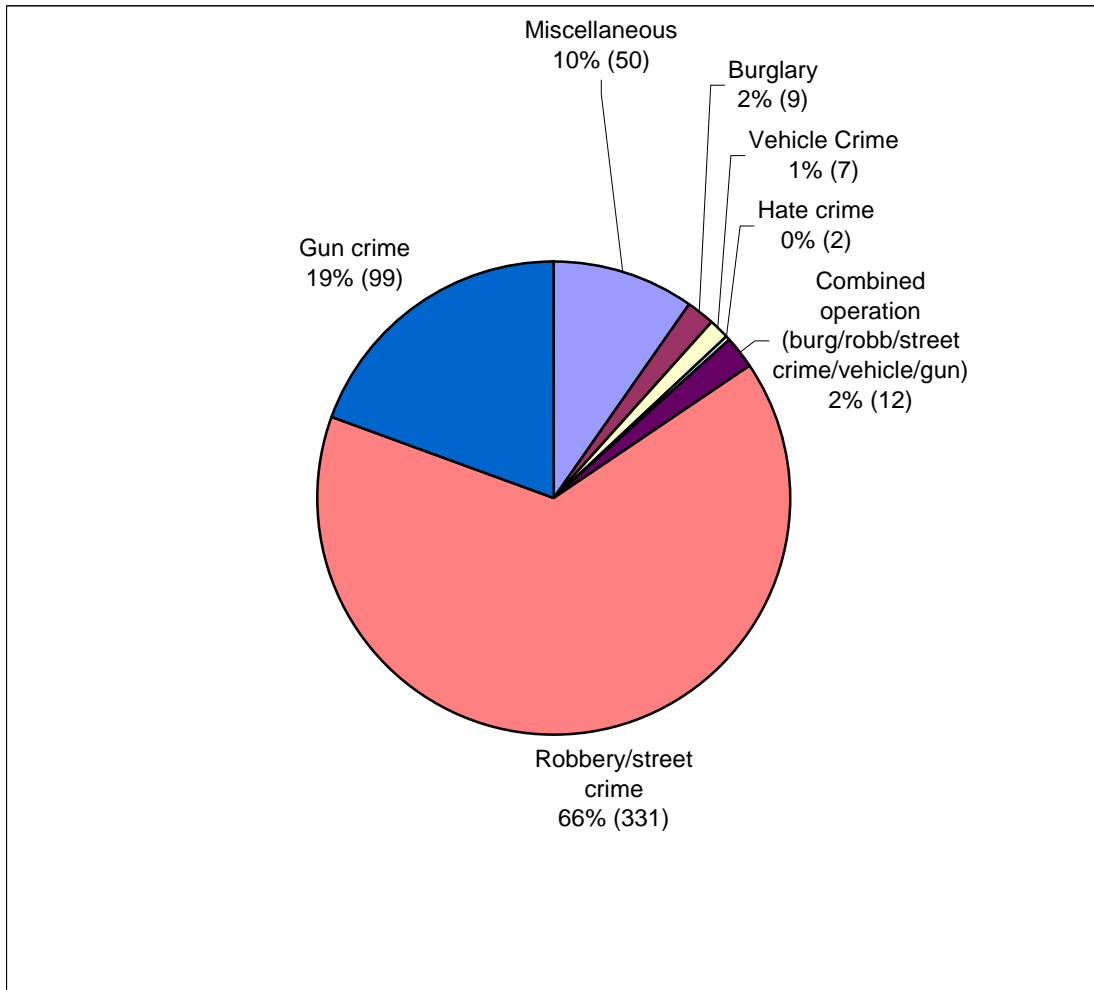
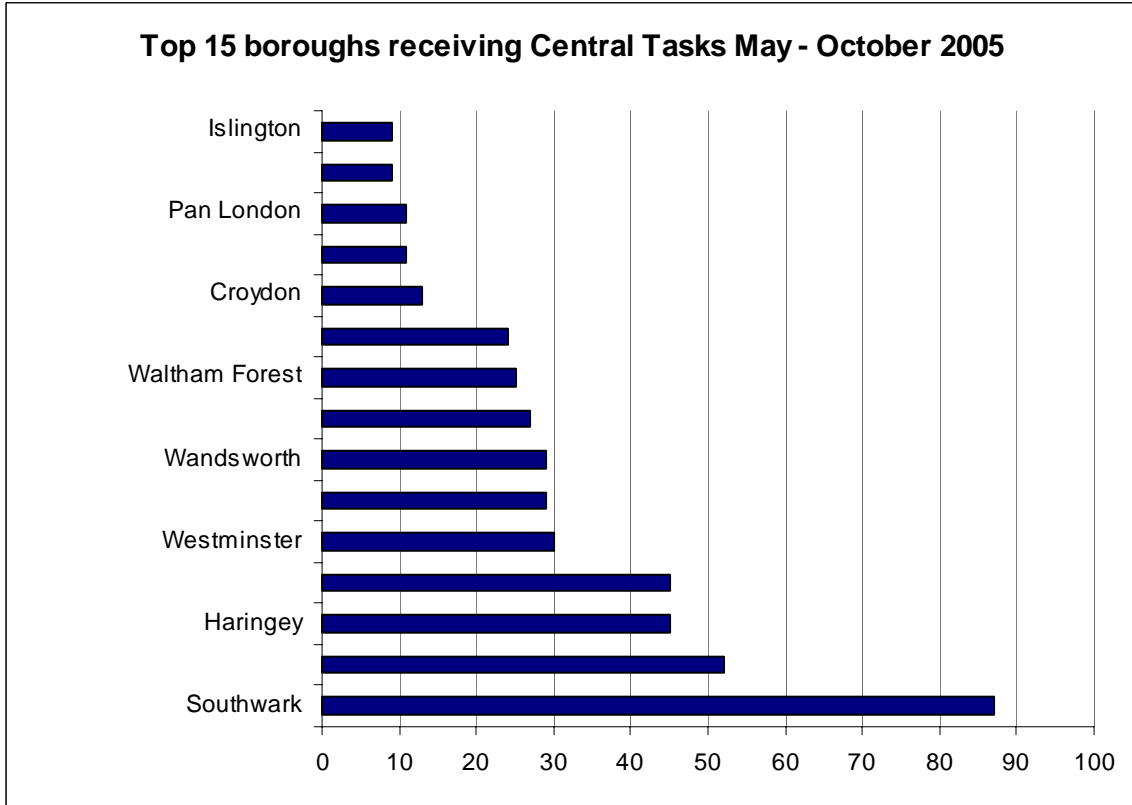
 	<p>Boroughs to tackle MPS priorities.</p> <ul style="list-style-type: none"> <li>• TSG recs to be sent to CCIR and TSG HQ</li> <li>• 85% correct support to boroughs</li> </ul>	<ul style="list-style-type: none"> <li>• 95%</li> <li>• 83%</li> </ul>	<ul style="list-style-type: none"> <li>• Borough Reserve with crime posting to provide 0/4/24 daily</li> </ul>
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Chart 1: Allocation of Central Tasks against priorities, May – October 2005



**Chart 2: Allocation of Central Tasks to boroughs, May – October 2005**



**Chart 3: Allocation of Central Operations OCU's and Units, May – October 2005**

