







### Central Operations operational command unit performance measures April to June 2006 /07




**Key:** The arrow direction indicates the current trend; up indicates performance is improving, down performance is declining. The arrow colour indicates whether a target is being met or not; green indicates an achieved target, amber indicates a target is within ten per cent of being achieved; and red indicates a target is not being achieved.




CO4 Disclosure Service			
	Measure	Performance April to June 2006	Comment
	Under responsibility for the disclosure process (part V Police Act) deal with 90% of (funded) applications within ten working days.	63%, against 135,561 applications received and 116,738 returned. 73,660 were returned within 10 working days.	For the period April to June 2006 an average of 63% of applications were returned within ten days, representing a huge increase in productivity when compared with the same period last year, when 35% were returned within the target time. This represents an actual increase of 33,700 (84%) in applications returned on time. Productivity improvements can be attributed to software enhancements, and the fact that Character Enquiries Centre staffing levels are approaching the budgeted workforce target; seven new staff members joined the department in June.
	Under the Data Protection Act 1984 respond to 100% of requests within the statutory limit of 40 days.	100%, against 45,037 received and 46,139 returned	Volume of requests received and requests signed off are both increasing.
	To respond to 95% of requests	Not available	It is not currently possible to provide





	within 28 days.		performance data against this measure due to issues surrounding the accuracy of the counting method.
	To complete 90% of requests for back record conversion from the Criminal Records Bureau within two working days of an application.	94% (9,545 records).	This objective has been achieved for the reporting period and the current level of performance is expected to be maintained.



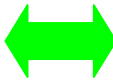
<b>CO10 Central Communications Command</b>			
	<b>Measure</b>	<b>Performance April to June 2006</b>	<b>Comment</b>
	Emergency (999) calls answered within ten seconds 90% of the time (National call handling target).	79% of 581,566 999 calls answered within the specified time frame.	Performance is below target and static. The number of calls received in June was 11% higher than the previous month and the number of callers abandoning their call rose slightly by 0.4% to 2.4%, short of the 1.7% performance target for this objective. The performance trend is beginning to show evidence of upwards movement and the percentage of calls answered within the timeframe is expected to increase.
	Public (non-emergency) calls answered within thirty seconds 90% of the time (National call handling target).	93% of calls answered within the specified time frame.	Performance within target and stable. The handling of non-emergency calls has exceeded the target. The trend is upwards with a month on month increase over the year to date. The figure for June 06 is 94.3% of calls answered and the year to date figure

			is 93.1%. The number of calls abandoned by the caller has decreased month on month also. However, the performance target is set at 3.4% or less and the percentage is currently 7.8% of total calls. 41% of calls abandoned are terminated within 10 seconds.
	I-Calls - % within target (Metcall Boroughs only). Target 80% in 12 minutes	68% within target	Target not met but performance improving.

<b>CO11 Public Order Branch</b>			
<b>CO11 Planning and Resourcing Unit</b>			
	<b>Measure</b>	<b>Performance April to June 2006</b>	<b>Comment</b>
	The number of public order events planned and delivered	1,844 compared with 1,370 the same period last year, an increase of 35%	
	The number of officers deployed to events	40,321 compared with 41,027 the same period last year, a decrease of 2%	
<b>CO11 Operational Support OCU</b>			
<b>Air Support Unit</b>			
	<b>Measure</b>	<b>Performance April to June 2006</b>	<b>Comment</b>
	Devote 20% of available flying time to pre-planned crime reduction activities.	13%	

	Hours flown in support of MPS priorities. Target 90%		
	Total flying hours Flying hours in support of priorities Percentage	809 779 96%	
No target set	Percentage of activity spent on priorities.		
	Counter terrorism	9%	
	CO Tasking	84%	
	Public order Other	3% 4%	
	Percentage of shifts completed. Target 85%.		
	Number of shifts Percentage completed	273 74%	
	90% of requests to provide high quality aerial imagery completed within 5 days	98%	
<b>CO11 Operational Support OCU</b>			
<b>Dog Support Unit</b>			
	<b>Measure</b>	<b>Performance April to June 2006</b>	<b>Comment</b>
	16 dogs per day to be posted and deployed as "Tasking Teams" as requested by relevant BOCUs	N/a	Data currently unavailable
	Provide proactive 24-hour emergency and operational support	N/a	Data currently unavailable

	pan-London. Two explosives detection dogs to be available at least 95% of the time			
	Provide proactive 24-hour emergency and operational support pan-London. General purpose dogs to be available not less than 80% of day and night shifts	159 general purpose units supplied out of 182 available shifts – 87% availability		
	Provide proactive 24-hour emergency and operational support pan-London. Trained tactical firearm support dogs to be available not less than 80% of day and night shifts	279 CO19 units supplied out of 364 available shifts – 76% availability		
	The number of search requests compared with the number undertaken for provision of specialist search dogs:	Requests	Undertaken	%
	Explosive detection (100%)	544	544	100
	Firearm recovery dog (80%)	194	173	89
	Narcotics (80%)	397	334	84
	Currency (80%)	N/a	N/a	N/a
<b>CO11 Operational Support OCU</b>				
<b>Marine Support Unit</b>				
	<b>Measure</b>	<b>Performance April to June 2006</b>		<b>Comment</b>
	Provide 24-hour emergency and operational support on river Thames. Two tasked boats available for patrol not less than	98%		Two boats were made available 100% of the time throughout the month of June

	95% of the time		
	To conduct high visibility searches of vulnerable security sites. Target: 407 searches per month.	Average 1,998 per month	
	To provide support to 85% of spontaneous requests	92%	
	To provide support to 85% of pre-planned requests	100%	

**CO11 Public Order Branch**

**Mounted Branch**

	<b>Measure</b>	<b>Performance April to June 2006</b>	<b>Comment</b>
	Number of staff days spent on category A taskings	N/a	Data currently unavailable
	Number of staff days spent on category B taskings	N/a	Data currently unavailable
	Number of staff days spent on counter terrorism deployments	N/a	Data currently unavailable
	Number of staff days spent on ceremonial events	N/a	Data currently unavailable
	Number of staff days spent on Royal Parks patrol	N/a	Data currently unavailable

**CO12 Olympics**

	<b>Key activities and achievements</b>	<b>Performance April to June 2006</b>	<b>Comment</b>
	<b>Intelligence</b> To maximize learning opportunities	Ongoing	

	<p>from previous and forthcoming major sporting events</p> <p>Intelligence gathering, capture and pro-activity in relation to potential public order events such as Compulsory Purchase Orders</p> <p>Daily intelligence gathering of Olympic related information, proactive project research and scanning of Olympic related publications.</p>	<p>Ongoing</p> <p>Ongoing</p>	
	<p><b>Programme Governance and Delivery.</b></p> <p>The creation of the Governance structure, including external Government and partner agency involvement, which has been accepted and 'signed off' by the Cabinet Office.</p> <p>The creation of the MPS Programme Scope, which has been accepted by MPS Management Board</p> <p>The identification of the MPS Strand Leads who have the responsibility</p>		<p>The focus of the programme for the remainder of 2006/7 will be on: Communication and stakeholder management</p> <p>Building the programme team</p> <p>Building the strand structure in order to deliver and to be 'fit for purpose'</p>

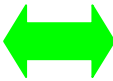




	for driving change and activity within the 15 programme strands  The creation of key strategic meetings structures with other Forces and partner agencies		Independent scrutiny and validation of initial programme structure and costs.
	<b>Stakeholder Identification, Communication and Involvement.</b> Olympic and Paralympic security planning is truly multi-agency and close liaison, co-operation and partnership is required with all stakeholders. CO12 Olympics OCU is co-coordinating this through meetings, and the formation of the Olympic Security Directorate. The British Transport Police (BTP) has assigned an officer full time to the Directorate and other agencies have indicated that they will follow suit.		<b>Other achievements.</b> Officers embedded into the Olympic Delivery Authority (ODA) and London Organising Committee for the Olympic Games (LOCOG)  Provision of overall policing and cost estimates for all agencies to the Home Office  Development of an Olympics and Paralympics Crime Strategy  Creation of high-level Olympics security strategy incorporating all agencies.

CO14 Clubs and Vice			
	Measure	Performance April to June 2006	Comment
	Extent of implementation of the SO13 seven point plan to the specific responsibilities of CO14		Data currently unavailable







	To pilot Operation Puro in at least one venue and rollout across the MPS.		
	To continue the work of Operation Tejado against those brothels causing nuisance to local communities - To provide a response 100% of the time to requests from Boroughs concerning nuisance brothels.		Data currently unavailable
	To increase the staffing of the Financial Investigation Unit to five to improve our capability to conduct financial investigations against criminal networks within the sex and licensing industry  The number of operations conducted against organised crime within the UK sex industry in addition to those associated with trafficking.		Data currently unavailable
	Development and Publication of an assessment and Action Plan for addressing the problem of unlicensed sex shops within London  Negotiation and publication in partnership with SCD 5 and SCD 11		Data currently unavailable



	of a strategy and terms of reference for policing of trafficking in the MPS to be achieved during 2006/7		
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CO15 Traffic OCU			
	Measure	Performance April to June 2006	Comment
	A reduction of 50% in the number of people Killed or Seriously Injured (KSI) by 2010 for all road users & also separately for pedestrians & cyclists	41%	Month on month, the threshold figure (the number of casualties below which the target will be achieved) of 277 KSI is close to being achieved but an upward trend has emerged over the last twelve months in the overall data that monitors progress against the government's ten-year plan. Pedestrians, cyclists and motorcyclists are the three main groups where risk of casualty is rising.
	Number of THINK campaign Fixed Penalty Notices (FPN) issued	23,489 (for 2005/06), up 11% on the previous year	Higher than average number of FPNs issued over the first quarter 2006/07
	Number of drink/drive arrests	403 April to June, a projected rise of 40% when compared with the same period last year	Drink/Drive activity during the first quarter of 2006/07 has yielded the best ever drink drive arrest figures
	Number of traffic ANPR arrests	1,053 April to July	Figures for the end of the year are projected to be slightly lower than last year
	Number of vehicles seized	849	3,396 vehicles projected to be seized

	(uninsured and unlicensed)		this year, more than twice the number last year.
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<b>CO16 Centralised Traffic Criminal Justice Unit</b>			
	<b>Measure</b>	<b>Performance April to June 2006</b>	<b>Comment</b>
	Number of potential prosecution cases for parking and driver reported FPNs and number of summonses issued	39% of potential prosecution cases are taken to court, up from 32% last year	Staffing levels and problems securing court space for these cases has impacted on the ability to process and prosecute all potential traffic FPN cases.
	Number of PND notices processed and outcomes by notice type		Total inputs have risen for the first three months of the year. This is offset against a small (1%) rise in the number of spoilt notices, which now stand at 8% of the total. There has been a 21% increase in the last month in the number of PNDs for the offence of causing harassment alarm or distress offences, 9% for destroying or damaging property and 2% for retail theft under £200.
	Notices of Intended Prosecution (NIPs) (In Support of the London Safety Camera Safety Partnership (LSCP))	87,252, down 21% on same period last year	June's total saw the number exceed target levels and there is optimism that this level of performance will be maintained. Reduced performance at the beginning of the year can be attributed to the low number of raw offences received, impacting on ability to meet target. During April to June




			141,664 camera offences were received, down 12% on receipts for the same period last year.
	Number of summonses issued for camera cases compared to baseline figures for 2005/6	1,544 summonses have been issued April to June giving a monthly average of 515 per month.	The monthly average for the previous financial year was 378 and this is the baseline against which this year's performance will be judged. The number of summonses issued and being referred for prosecution is being monitored by senior management and negotiations are taking place in relation to securing more court space for these offences. Preliminary research has shown that the new LSCP sites have achieved an average KSI reduction of 58%.

CO17 Transport OCU			
	Measure	Performance April to June 2006	Comment
	Passenger Perception of Safety and Security on bus.	TOCU Routes score - 82 Non TOCU score - 85	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. A team
	Passenger Perception of Safety and Security at bus shelters.	TOCU Routes score – 79 Non TOCU score – 79	

 	Satisfaction with Bus Services (Reliability).	TOCU Routes      score - 73 Non TOCU          score - 70	of specially trained market research interviewers conducts brief interviews out. 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.
	Satisfaction with Bus Services (Journey Time).	TOCU Routes      score - 81 Non TOCU          score - 83	
No target set	Number of arrests	1,759 compared with 2,033 April to June 2005	Fewer arrests in total, possibly due to lower number of officers 2006/07. Trend showing evidence of an upturn in numbers over last three months.
	Arrest rate per officer	1.5 compared with 1.6 April to June 2005	
No target set	Number of Penalty Charge Notices (PCNs) issued	53,305 compared with 45,728 April to June 2005	For the period April to June 2006 16% more PCNs have been issued by comparison with the same period last year, against a backdrop of reduced officer numbers (-150). Accordingly, the PCN issue rate has increased by more than five per officer.
	Penalty Charge Notices (PCNs) issued rate per officer	25.1 compared with 20.1 April to June 2005	

CO19 Force Firearms Unit			
	Measure	Performance April to June 2006	Comment
	Providing firearms support to BOCUs to improve neighbourhood safety and providing firearms		

	<p>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> </ul>	<ul style="list-style-type: none"> <li>• 83% of ARV calls attended in 12 minutes</li> <li>• N/A</li> <li>• Number of ARV deployments 642</li> </ul>	
No target set	Number of SFO operations	<ul style="list-style-type: none"> <li>• 76</li> </ul>	
No target set	The number of firearms recovered	<ul style="list-style-type: none"> <li>• 335</li> </ul>	Firearms recovered does not include those by TSTs or FETs

CO20 Territorial Support Group			
	Measure	Performance April to June 2006	Comment
	<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> </ul>	<ul style="list-style-type: none"> <li>• 17.2% average</li> </ul>	
	<ul style="list-style-type: none"> <li>• Number of arrests</li> <li>• Number of arrests for priority offences</li> <li>• Number of stops</li> <li>• Number of arrests from stops</li> </ul>	<ul style="list-style-type: none"> <li>• 3,728</li> <li>• 474</li> <li>• 12,739</li> <li>• 3,670, yielding a 29% arrest rate</li> </ul>	
	<p><b>Citizen Focus/Demand Management:</b> To provide the</p>		<p>Correct support to boroughs:</p> <ul style="list-style-type: none"> <li>• Commissioner's Reserve to</li> </ul>

	<p>correct level of support to Boroughs to tackle MPS priorities.</p> <ul style="list-style-type: none"> <li>• 87% correct support to boroughs</li> </ul>	<ul style="list-style-type: none"> <li>• 96%</li> </ul>	<p>provide 1/3/18 daily</p> <ul style="list-style-type: none"> <li>• Borough Reserve with crime posting to provide 0/4/24 daily</li> </ul>
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