




Central Operations operational command unit performance measures April to October 2006




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 October 2006	Comment
	Enhanced disclosure process under (part V Police Act). Process 90% of (funded) applications within 10 working days.	327,929 applications received with 314,765 (96%) returned. 170,424 (54%) were returned within the target of 10 working days.	For the period April to October 2006 an average of 54% of applications were returned within the target of 10 days. Performance improvements can be attributed to a combination of software enhancements and staffing levels approaching BWT. 49,974 applications were received in October, an average of 12,493 (13% increase) per week. This increase on September's average of 11,089 may have impacted on the potential for performance improvement. The number of applications returned was 50,632, an average of 12,658 per week, an increase on September's average of 12,318. This situation of diminishing backlog and improved turn around times should be viewed against a backdrop of increasing workload received from the CRB over the course of the year. The number of applications returned has increased significantly and the MPS is now on a par with the better performing forces nationally.



	<p>Subject Access requests</p> <p>To respond to 95% of requests within 28 days.</p>	<p>100% completed within target time: 46,139 requests returned</p> <p>Not available</p>	<p>The Subject Access Office maintained its Service Level Agreement to respond to 100% of enquiries within 40 days throughout October. 19,996 requests were received throughout October, an increase of 2,727 (16%). The number of requests signed off was 18,750, an increase of 1,285 (7%).</p> <p>It is not currently possible to provide performance data against this measure due to a revision of the counting methods.</p>
	<p>To complete 90% of requests for back record conversion from the Criminal Records Bureau within two working days of an application (microfiche to PNC conversion)</p>	<p>93% completed within target time (22,718 records).</p>	<p>This objective has been achieved for the reporting period and the current level of performance is expected to be maintained.</p>

CO10 Central Communications Command

	Measure	Performance April to October 2006	Comment
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	<p>Emergency (999) calls answered within 10 seconds 90% of the time (National call handling target).</p>	<p>81% of 1.4 million 999 calls answered within the specified time frame.</p>	<p>Although performance for the year to date is below target there is sustained improvement. October's performance shows 91% of calls answered within target time. Improvements can be attributed to a realignment of staff within Metcall centres and increased supervision levels. The number of callers abandoning their call fell from 4% to 1%, within the 1.7% performance target for this objective.</p>
	<p>Public (non-emergency) calls answered within thirty seconds 90% of the time (National call handling target).</p>	<p>89% of 445,606 calls answered within the specified time frame.</p>	<p>Performance has fallen only slightly below target levels, largely as a result of the realignment of staff within Metcall centres to handle emergency calls. The figure for October 06 is 88% of calls answered, up from 85% on September. Calls abandoned by the caller have increased over recent months (10% of calls) against a performance target set at 3.4%.</p>
	<p>Response to emergency calls - % within target (Metcall Boroughs only). Target 80% arrived at within 12 minutes</p>	<p>66% within target. 159,538 emergency calls generated, 105,005 arrived at within target time.</p>	<p>Target not met but performance declining over the last quarter.</p>



CO11 Public Order Branch			
CO11 Planning and Resourcing Unit			
	Measure	Performance April to October 2006	Comment

	The number of public order events planned and delivered	6,302 (6% increase) compared with the same period last year	This represents a significant improvement in resource delivery in that fewer officers have been deployed to a greater number of events. This has led to a reduction in abstractions from boroughs, whilst at the same time increasing the Aid provided elsewhere within the MPS.
	The number of staff days officers were deployed to events	154,286 (35% fewer) compared with 207,902 the same period last year	Improvements in the way major public order events such as the Notting Hill Carnival have been planned and managed have led to reductions in officer abstractions, particularly from boroughs. Safety and security has been maintained due to this intelligence-led co-ordinated approach.

CO11 Operational Support OCU



Air Support Unit




	Measure	Performance April to October 2006	Comment
	Responding to requests for tasks – To attend 85% of requested tasks	89% of 5,974 requests attended	Performance has remained above target levels for the year. The year to date average performance has been brought down in September and October due in part to the unavailability of aircraft.
	Hours flown in support of MPS priorities. Target 90% Total flying hours Flying hours in support of priorities	97% of hours flown in support of MPS priorities 1,680 1,622	Target levels continue to be exceeded.

No target set	Percentage of activity spent on priorities. Counter terrorism CO Tasking Public order Other	10% 82% 5% 3%	Slight increases in the amount of activity dedicated to both counter terrorism and public order priorities have been at the expense of the amount dedicated to Central Operations taskings.
	Percentage of shifts completed. Target 85%. Number of shifts Percentage completed	642 85%	Performance target achieved
	90% of requests to provide high quality aerial imagery completed within 5 days	90% completed within 5 days (461 requests received)	Performance target achieved

CO11 Operational Support OCU

Dog Support Unit

	Measure	Performance April to October 2006	Comment
	General purpose dogs to be available not less than 80% of day and night shifts	93% availability delivered to date	Performance target achieved
	Trained tactical firearm support dogs to be available not less than 80% of day and night shifts	76% availability year to date	Performance is just below target level. The shortfall can be explained by the fact that firearm support dogs must operate in pairs; if one dog is not available, the other half of the pair cannot work. This, coupled with the fact that there are eight handlers to cover each shift, means that the loss of one dog per shift




					reduces supply by 25%.
	The number of search requests compared with the number undertaken for provision of specialist search dogs:	Requests	Undertaken	%	
	Explosive detection (100%)	1,055	1,055	100	Performance target achieved
	Firearm recovery dog (80%)	433	405	94	Performance target achieved
	Narcotics (80%)	1,133	963	85	Performance target achieved
	Currency (80%)	N/a	N/a	N/a	Data currently not available
CO11 Operational Support OCU					
Marine Support Unit					
	Measure	Performance April to October 2006			Comment
	Vessels in MPS Thames risk assessed. Target = 80%	96% (3,392)			Performance target achieved
	The number of commercial vessels entering MPS Thames	3,524			
	The number of commercial vessels risk assessed.	3,392			
	Problem-profiled vessels interdicted. Target = 80% of requirement.	94%			Performance target achieved
	Number of commercial vessels requiring interdiction	198			
	Number of commercial	186			


	vessels interdicted		
No target set	HVP patrols on public transportation vessels: the number of ferry/cruise vessel patrols	1,270	New performance measure. An average of 181 patrols per month have taken place, with numbers doubling over the last three months compared with the previous three.
No target set	Specialist searches. Evidential line access searches completed Defensive line access searches completed Evidential UCSST searches Defensive UCSST searches S44 and schedule 7 boat searches	27 18 71 23 820	Peak months for line access searches have been September and October August, September and October have been the most active months for the UCSS teams. Averaging 107 searches per month for the year to date, boat searches were above average levels May through to August.
CO11 Public Order Branch			
Mounted Branch			
	Measure	Performance April to October 2006	Comment
No target set	Number of staff days spent on category A taskings	686 (April to August)	
No target set	Number of staff days spent on category B taskings	2,664	
No target set	Number of staff days spent on counter terrorism deployments	1,179	
	Number of staff days spent on	Average 30 per month	Staff days are undercounted as a result of



	Royal Parks patrol. Target = 80 per month.		activity being recorded under 'Ceremonial Duties' and subsumed within counter terrorism deployments (e.g. escorting the King's Troop and Queen's Life Guards, and Guard changes.
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Definition: Category A tasking: central deployments agreed through the corporate tasking process
Category B tasking: deployments to BOCUs





CO14 Clubs and Vice			
	Measure	Performance April to October 2006	Comment
	To support BOCUs in reducing gun crime in nightclubs by 4%.	37 offences year to September against a cumulative target of 42. A reduction of 12%.	Performance target achieved
	Ensure 20% of nightclubs across London complete risk assessments for proposed events.	103 (12%) of risk assessments completed.	This is a newly developed performance measure. The target is cumulative and projected to be met by the end of the year.
	25% of police officer strength available to corporate tasking process at any one time for clubs and vice related tasking.	77% of police officers available	Performance target achieved. This is a new objective and the data collection system has only just been established.
	To pilot Operation Puro in at least one venue and rollout across the MPS.	Pilot has been completed and awaits evaluation. Further sites are now being identified.	Operation Puro is an initiative to support the MPS counter terrorism, security and protection strategic priority. The objectives

			<p>are to:</p> <ul style="list-style-type: none"> •Minimise risk and vulnerability to life and property within London's licensed premises and nightclubs. •Create a hostile environment for the terrorist within the crowded spaces of London nightclubs •Contribute to the feeling of safety and confidence for users of licensed premises and nightclubs.
	To close 100% of nuisance brothels identified by Operation Tejado.	N/a	This is a new measure. Data systems are currently being established to capture current performance.
	To support BOCUs in reducing violence in or directly associated with nightclubs by 5%.	1,204 offences to date (September) a reduction of 2% against last year's baseline.	
No target set	Increase the number of organized criminal networks disrupted. (This work targets organised crime within the UK sex industry in addition to those associated with trafficking).	In September 1 criminal network was disrupted	Other potential disruptions are to be submitted.




CO15 Traffic OCU


	Measure	Performance April to October 2006	Comment
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	<p>A reduction of 50% in the number of people Killed or Seriously Injured (KSI) by 2010 for all road users & also separately for:</p> <p>Pedestrians</p> <p>Cyclists</p>	<p>44% reduction on baseline this year to date. There have been 1,548 killed or seriously injured casualties April to August.</p> <p>45% reduction on baseline year to date. 477 pedestrian casualties.</p> <p>24% reduction on baseline year to date. 180 cyclist casualties.</p>	<p>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.</p> <p>Although some KSI categories (pedestrian, P2W & child) have shown a 3-month increase in casualty numbers (April 06 - June 06), this mirrors a similar trend in the same 3-month period during 2005. Although it has not been possible to ascertain with certainty that KSIs in these categories increase and decrease seasonally, in this case it has happened.</p> <p>CO15 is also engaging with partners (road user groups, transport groups) in order to reduce KSI casualties across London. Operation Foist, which ran in November, employed intelligence-led ANPR tactics to target uninsured, untaxed and unlicensed drivers, a significant contributing factor to fail to stop road traffic accidents. By disrupting and removing such offenders from the roads will impact on overall casualty levels. Other initiatives include the targeted Christmas drink/drive campaign and the innovative use of workplace Bikesafe/Scootersafe education programmes aimed at those who commute by motorbike and scooter. Companies visited include: BP, HSBC, BA, BAA and the BBC</p>
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	Number of THINK campaign Fixed Penalty Notices (FPN) issued	11,508 (30% rise) FPNs issued April to August, compared with 8,851 for the same time last year.	Higher than average number of FPNs issued over the first quarter 2006/07, due to improved targeting of offenders
	Number of drink/drive arrests	880 April to August compared with 529 for the same time last year, a 66% rise.	Activity over the first five months of 2006/07 continues to yield significantly higher levels of drink drive arrests than the corresponding period last year. Again, better targeting of offenders has led to performance improvement
	Number of traffic ANPR arrests (3,712 in 2006/7. This is an internal target and equates to 712 for Traffic ANPR cars and 3,000 for Intercept Teams).	2,069 April to October	Figures for Traffic ANPR cars are running above target for the year to date whilst those for ANPR intercept teams are below. Overall, for 2006/07 arrests are approximately three percentage points below target levels.
	Number of vehicles seized (uninsured and unlicensed)	2,510 seized, of which 1,781 were restored to owners, 582 were disposed of.	Preliminary indications from Operation Foist show that there have been 1,806 vehicle seizures and 212 arrests, which will undoubtedly impact positively on arrest and vehicle seizure performance.

CO16 Centralised Traffic Criminal Justice Unit


	Measure	Performance April to October 2006	Comment
	Number of potential prosecution cases for parking and driver reported FPNs and number of summonses issued	<p>23% of driver reported and 58% of ANPR cases, averaging at 35%.</p> <p>To monitor action the number of cases taken to court is shown as a percentage of the total number of potential prosecution cases (minus cases vetted out as not suitable). Currently for the financial year to date this equates to 23% of driver reported and 58% of ANPR cases - averaging at 35% of potential prosecution cases being taken to court, down 1% on the previous month.</p>	As has previously been reported, current staffing levels and court problems continue to have an adverse effect on the sections ability to process and prosecute all potential prosecution cases. It is not possible to monitor prosecution cases through the system, as VP/FPO does not support the prosecution side.
	<p>Number of PND notices processed</p> <p>£80 PNDs</p> <p>£50 PNDs</p>	<p>10,926, up 17% compared with last year.</p> <p>830, down 2% compared with last year.</p> <p>In total 11,756 PNDs were processed, up 16%</p>	Total number of PND notices is up 48% on the previous month. Notices for causing harassment, alarm or distress were up 47%, 39% up for destroying or damaging property and up 56% for the offence of theft of retail (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	Although the year on year number issued is down, 31,020 NIPs were issued during October, 1,853 in excess of the revised set monthly target and up 7% on the previous month's data. During October 54,884

			camera offences were received, up 27% on receipts for the previous month.
	Number of summonses issued for camera cases compared to baseline figures for 2005/6	1,544 summonses have been issued April to October giving a monthly average of 515 per month. The baseline monthly average for summonses issued during the previous financial year was 378, an increase of 36%.	641 summonses for camera cases were issued during the month, up 15% on the previous month. Trends for summonses issued indicate that the target should be achieved by the end of the financial year, dependent on the securing of additional court space.




CO17 Transport OCU

CO17 Transport OCU			
	Measure	Performance April to October 2006	Comment
	Passenger Perception of Safety and Security on bus.	TOCU Routes score – 83% satisfaction Non TOCU score – 84 satisfaction (Q2 data)	Perceptions of on-bus safety and security have improved one percentage point on quarter 1 and are one percentage point higher than Q2 last year. Performance is on a par with the non-corridor routes.
	Passenger Perception of Safety and Security at bus shelters.	TOCU Routes score – 79% satisfaction Non TOCU score – 80% satisfaction (Q2 data)	
	Satisfaction with Bus Services (Reliability).	TOCU Routes score - 73% satisfaction Non TOCU score - 70% satisfaction	Satisfaction with bus service reliability remains unchanged for the last two quarters, but is two percentage points down compared with Q2 last year (which, at 75, was the highest scoring month ever)
	Satisfaction with Bus Services (Journey Time).	TOCU Routes score - 81% satisfaction Non TOCU score - 83% satisfaction	

No target set	Number of arrests Arrest rate per officer	4,061 (13% decrease) compared with 4,642 April to October 2005 1.5 compared with 1.6 April to October 2005	There have been fewer arrests in total. This is due to the reduced number of officers 2006/07 and use of FPNs as opposed to arrest by Cab team officers. The preference for issuing FPNs was as a result of unavailability of court space on Westminster. As of 18 December 2006, a positive arrest policy for cab offences was being re-introduced.
No target set	Number of Penalty Charge Notices (PCNs) issued Penalty Charge Notices (PCNs) issued rate per officer	126,959 (12% increase) compared with 113,715 April to October 2005 25.6 (15% increase) compared with 22.3 April to October 2005	For the period April to October 2006 12% more PCNs have been issued by comparison with the same period last year.

CO19 Force Firearms Unit			
	Measure	Performance April to October 2006	Comment
	Providing firearms support to BOCUs . % ARV calls attended within 12 minutes <ul style="list-style-type: none"> ▪ Average travelling time ▪ Number of ARV deployments 	82% of ARV calls attended in 12 minutes <ul style="list-style-type: none"> ▪ 11 minutes (Nov 05 to Oct 06) ▪ Number of ARV deployments 1,398, not including a further 59 pre-planned deployments (Neon and Sentinel operations) 	Despite increased demand for ARVs in the latter part of this reporting period performance has not been compromised.

No target set	Number of Specialist Firearms Officer operations	<ul style="list-style-type: none"> ▪ 180 (46% fewer) year to date, compared with 396 last year 	<p>2005 figures were unusually high due to the unprecedented level of activity undertaken as a result of terrorist attacks. Furthermore, an increased number of firearms-trained Flying Squad officers has meant a reduction in demand for SFO and TST officers.</p> <p>October was the busiest month of the year so far for SFO teams with 50 deployments. 23 were surveillance operations and 14 were ambushes.</p> <p>TST operations have led to 50 arrests and 11 firearms recovered</p>
No target set	Number of Tactical Support Team operations	<ul style="list-style-type: none"> ▪ 161 (28% fewer) year to date, compared with 223 last year 	
No target set	The number of firearms recovered	<ul style="list-style-type: none"> ▪ 757 year to date compared with 806 same time last year 	<p>102 firearms were recovered in October, slighter higher than the monthly average for this year. 35 were identified as being lethal, 53 non-lethal and 32 were not defined.</p>

CO20 Territorial Support Group			
	Measure	Performance April to October 2006	Comment
	<p>Terrorism: Maintain an effective response to suspected and actual terrorist incidents.</p> <ul style="list-style-type: none"> Total TSG support to counter terrorism to be 17% of available time 	<ul style="list-style-type: none"> 16.0% average this year to date 	This is a target set by TSG and is indicative of levels of support dedicated to counter terrorism activity, such as Legion and Spartan patrols, high visibility policing and aid to counter terrorism.
	<ul style="list-style-type: none"> Number of arrests Number of arrests for priority offences Number of stops Number of arrests from stops 	<p>8,639</p> <p>1,070</p> <p>34,923</p> <p>11,059</p>	
	<p>Citizen Focus/Demand Management:</p> <p>To provide the correct level of support to Boroughs to tackle MPS priorities.</p> <ul style="list-style-type: none"> 87% correct level support to boroughs 	<ul style="list-style-type: none"> 99% provided for the required time 	Performance target achieved.