

Central Operations Performance Report March 2007.

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<i>Title and version:</i>	Central Operations performance management report, March 2007, version 1
<i>Purpose:</i>	To provide Central Operations command team with an overview of performance
<i>Relevant to:</i>	Central Operations performance; Central Operations command team
<i>Summary:</i>	This report provides a monthly summary of performance for Central Operations OCU. It will eventually include financial, HR and customer focus information, along with headline operational performance information.
<i>Creating branch code and directorate:</i>	CO1 Performance Unit, Central Operations
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Incorporating February 2007 data

Collated and published in March 2007 by the Central Operations Performance Unit.
Central Operations Monthly Performance Report

Central Operations Performance Report

Following on from the last Performance report, there has been an introduction of police officer and police staff rolling twelve month sickness data. The YTD achieved, trend analysis and wording of the objective are still present throughout this report. Please note that all data relating to CO11 has not been updated from the previous report (January 2007 data), due to the monthly management report for CO11 not being published in time for the creation of this report.

The content is designed to reflect the objectives and performance measures adopted by each OCU to demonstrate how support is provided to both corporate priorities and Central Operations strategic objectives. As a consequence, there are three key performance themes running through this report: How Capital City Policing is delivered; how we meet the performance demands of the business group; and, how Central Operations supports other directorates. The introduction of the new MPS policing plan will identify new objectives and targets that will be placed within the performance report and the use of parameters for each target will make it easier to relate the Month Achieved figure with the traffic signal system. Trend analysis will be used to show the direction of the performance trend for the objective. The use of a traffic signal system to indicate the performance achieved has yet to be initiated. The reason for this is the complex nature of demonstrating trend performance information.

The performance report will provide the Central Operations Business Group with key performance information to complement 'continuous improvement' and modernisation decision-making processes. It is an evolving document, by no means the finished article, and will be shaped by ongoing debate within the monthly Central Operations Performance Meeting and the development work overseen by the CO Performance Working Group.

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Executive summary.

CO4 Subject access office achieved the monthly target in excess of 4.5%. Character enquiries centre has achieved its SLA for the first time this year with 97.1% of applications returned within 10 days. An average of 12,289 applications were received per week, which is a 20% increase from the applications received in January. The work in progress figure continues to fall, with a reduction of 30.5% from the previous month.

CO11 Public Order abstractions have decreased this reporting period alongside a decline in event demand. Marine support unit risk assessed 423 vessels and of these interdicted 15 vessels. Air support unit completed 747 of 906 requests for tasks. Dog support unit supplied 100% of GP dog handlers, 10% above the SLA. Firearms dog handlers were supplied on 93 occasions, 5% under the SLA.

CO14 Operation Trammell carried out 1 operation in the reporting period, which resulted in 12 arrests. Violent offences and gun crime offences have increased from previous figures.

CO15 Killed and seriously injured figures have increased by 16%. THINK campaign resulted in 127 arrests, 111 of which for a positive breath test. The target was reached in excess of 25 arrests. Stop and search figures show 119 stops resulting in 21 arrests.

CO16 Summonses for camera cases were up 30% on the previous month at 497 summonses and in excess of 119 summonses on the monthly baseline. COFPs and SA courses exceeded the monthly total by 1,280.

CO17 Total TOCU arrests and processes this month were 831, with arrests for theft being the major contributor. Total PCNs issued this reporting period have decreased by 3,916 PCNs compared to the previous month. FPNs were also down this month by 116 FPNs from the previous month.

CO19 Directed ARV patrols for all BOCUs has increased from the previous month, remaining above the SLA and exceeding it by 6%. Firearms enquiries teams made safe 77 firearms this period with 89% completed within 48 hours. Relief teams recovered 77 firearms this period of which 15 were lethal, 39 non-lethal and 23 not defined.

CO20 Crime arrests this period total 1,420 with a detection rate of 52% (737 detections) including, Sec5 POA and Offensive Weapon offences. TSG Stop and Search data for this reporting period shows a 27.5% (1,664) success rate. TSG support for counter terrorism including high visibility patrols, officers used this reporting period totalled 1,416, 14.13% of total TSG strength.

Capital City Policing					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO4 Disclosure Service	Subject Access Office. Statutory requirement under the Data Protection Act 1984 to respond to 100% of requests within 40 days.	100%	99.7%		
	Subject Access Office. To respond to requests under the Data Protection Act 1984 within 28 days from receipt in SAO 95% of the time (internal).	95%	99.5%		
	Character Enquiries Centre. Under responsibility for the disclosure process (Part V of Police Act) deal with 90% of applications within 10 working days. (Please see Appendix 1. p26)	90%	97.1%		
CO11 Public Order	Reduce Central Operations abstractions over a 3 year average to below.		12%	-18%	
	Non BOCU staff days not to exceed 1.25% of aid supplied for all events.	1.25%	0.79%	1.47%	↑

Capital City Policing					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO14 Clubs and Vice	To ensure nightclubs and entertainment venues, particularly in the centre of London are properly conducted. Gun crime in nightclubs	*69	75		*Previous month
	Ensure 20% of nightclubs across London complete risk assessments for proposed events (Promoters Index)	*123	130		*Previous month
	Financial investigations unit. The total value of criminal benefits identified this month from operations.		£247,000 assets identified	£14,786,569.45	
CO15 Traffic	Reduce the number of Killed and Seriously injured (KSI) on London roads by 50% by the year 2010. (Figures are based on targets set by Mayor of London). (Please see Appendix 3 p28).	277	374	2,573	↑
	To seize 4,000 vehicles within the financial year. Vehicle seizures and outcomes for February 2007 were 1,140 vehicles restored to owner, 375 vehicles scrapped and 9 vehicles auctioned.	333	1,224	8,551	↑
	To increase enforcement activity around "THINK" campaign. Drink drive theme by 6% (against 05/06 figures to 1222. (Please see Appendix 3 p28)	102	127	1,373	↑

Capital City Policing					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO16 CJU	Tighten standardisation of decision-making, processing and outcomes across the traffic CJU regional teams. Objective set against best performing region with a 25% parameter setting, best performing achieved 100%.	75%	69%	86%	
	Prosecute 100% of all traffic FPN cases where a hearing is requested or a provisional FPN reverts to process by the end of the reporting period.	100%	87%	42%	
	Undertake effective processing of PNDs in support of BOCU/OCU crime and disorder reduction operations; support the adoption of new offences under the PND scheme in 2006/7.		1,686	19,952	
	In support of the London Safety Camera Partnership judicial disposals send out at least 350,000 NIPs and 160,000 COFPs/CAW courses in 2006/7. (Please see Appendix 4 p29/30).	42,500 29,167 NIPs 13,334 COFPs/CAW	40,895 26,281 NIPs 14,614 COFPs/CAW	493,853 324,744 NIPs 169,109 COFPs/CAW	
	In support of the London Safety Camera Partnership increase the prosecution rate of camera cases by at least 100% by the end of the year and introduce speed awareness training for drivers at the lower end of the offending scale. (Please see Appendix 4 p30).	378 summonses	497 summonses	5,811 summonses 4,985 SAWs offered, 5 completed, 3,166 COs paid*	*SAW – Speed Awareness Workshop. CO – Conditional Offer

Capital City Policing

Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO17 Transport	Overall TOCU arrests and process offences for area teams, BusTag, Cabs, taxi touting and other units. Increase on previous month to 2.1 arrests per officer	N/A	831	8,293	
	To enforce parking controls on the Transport for London Road Network (red routes). PCNs issued by red route enforcement teams. (Please see Annex 5 p31).	N/A	8,811	107,661	
	To enforce the law in relation to the taxi trade and Private Hire Vehicles – Arrests and processes	N/A	129	1,976	
	To deal with traffic congestion in the worst pinch points – PCNs issued by the congestion teams	N/A	2,190	29,679	
	To ensure buses move efficiently along corridors – FPNs issued by the red route enforcement team	N/A	22	374	

Capital City Policing					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO19 Firearms	To provide firearms support to BOCUs where it is required to maintain neighbourhood safety – Number of calls and deployments	N/A	845 calls 128 deploys	11,331 calls 1,997 deploys	↓
	To reduce the level of gun enabled crime – Firearms recovered by relief teams	N/A	77	1,051	↓
	To assist in improving internal and public awareness of the work of armed police in London – deliver 9 presentations in a period of 12 months	9 per yr	2	48	
CO20 TSG	Stop and search reports – percentage success rate	N/A	27.5%	26.7%	

Meeting Demand					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO4 Disclosure	To complete 90% of requests for BRC from the CRB within 2 working days.	90%	95.83%		
CO11 ASU	ASU to respond to 85% of task requests by OCUs.	85%	77%	88%	↑
	ASU to achieve 90% of flying hours on MPS Priorities. (Please see Annex 2 p27).	90%	99%	96%	↑
CO11 MSU	Risk assessment of number of commercial vessels entering MPS Thames. (Please see Annex 2 p27).	80%	93%	95%	↑
	Interdiction required of problem profiled commercial vessels	80%	83%	93%	↑

Meeting Demand					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO15 Traffic	Number of cases where FLO or SIO contact is made within 24hrs of assuming responsibility for the investigation	90%	92.86%	93.07%	
CO17 Transport	TOCU Area teams total arrests, compared to previous reporting period. ARPO this reporting period 2.7. (Please see Annex 5 p 31).	690	680	6,119	↑
CO19 Firearms	ARV units to spend a minimum of 60% of available time on directed patrolling.	60%	66%	62%	
	To issue and renew Firearms Certificates within 8 working weeks.	85%	78.3%		↓
	To reduce the level of gun enabled crime – Firearm recovery by reliefs/teams. Compared to previous reporting period.	50	77	1,051	↓


Meeting Demand					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO20 TSG	To maintain an effective response to suspected and actual terrorist incidents – 17% of TSG resources to CT allocation	17%	14.13%	15.94%	↓
	To improve our contribution to the effectiveness of the criminal justice system – To achieve a sanction detection rate of 60% for all arrests	60%	67%	70.50%	
	To achieve a sanction detection rate of 80% for Off weapons/sec 5 and cannabis seizures	80%	88%	87.37%	

Dealing with Spontaneous incidents					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO14 Clubs and Vice	Increase community confidence in the ability of police to tackle criminality within licensed premises and nightclubs and the sex industry. Violent offences in nightclubs	*1,903	2,129		*Previous month
CO15 Traffic	Cumulative Traffic ANPR car arrests for the reporting period. (Please see Annex 3 p28).	59	106	909	
	Cumulative Intercept ANPR arrests for the reporting period, including Operation Sentinal.	250	294	2,653	
CO17 Transport	TOCU arrests – currently at 2.1 arrests per officer. (Please see Annex 5 p31).	N/A	831	8,293	↑
CO19 Firearms	To provide firearms support to BOCUs for spontaneous firearms incidents – Calls attended within 12 minutes (Please see Annex 6 p32).	N/A	83%		

Providing Support to MPS Directorates					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO11 ASU	Requests for tasks. (Please see Annex 2 p27).	85%	77%	7311	
CO11 DSU	Number of requests for explosive dog handlers this reporting period totalled 95. This is a reduction of 51% compared to the previous reporting period.	80%	100%	1,334	
	Number of requests for narcotics dog handlers this reporting period totalled 105. This is a reduction of 59% compared to the previous reporting period.	80%	93%	1,041	
	Number of 46 requests for firearms recovery dog handlers this reporting period totalled 46. This is a reduction of 51% compared to the previous reporting period.	80%	100%	539	
CO11 PO	Demands resourced through CO11 Public Order. Within 24 hours total is 122.	213	142	2412	

Providing Support to MPS Directorates					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO19 Firearms	SFO Operations to support investigations into terrorism. To protect the people, infrastructure and economy of London. To provide firearms support for authorised (pre-planned) operations.	N/A	40		
CO20 TSG	To build cohesive relationships with our partners so we can provide efficient and effective service to them – TSG response to requests from our partners in terrorism, reducing crime and safer neighbourhoods to be met 80% of the time	80%	95%	94.94%	
	To support operations aimed at disrupting Class A drug suppliers – Support ops instigated by BOCUs within operation Crackdown 80% of the time	80%	96%	96%	
	To instigate and support action to dismantle organised crime networks - Support operations instigated by operation Maxim 90% of the time	90%	100%	100%	

Proactive Operations					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO11 ASU	Flying hours on MPS priorities.	90%	99%	96%	
CO11 DSU	Number of hours supporting priority BOCUs.	2000	2461	2869	
CO15 Traffic	Stop and search codes for reporting period, compared to previous month.	*145	119	1,924	*Number of Stop & Search events Jan 07
	Stop and Search arrest rate in relation to offence codes.	*17.9%	17.6%	13%	As above.
CO19 Firearms	TST Operations to provide firearms support for authorised (pre-planned) operations – Operations / Arrests / Firearms recovered	N/A	21 Operations 16 arrests 0 f/arms recovered		

Dealing with Planned Events					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO11 PO	Number of events this reporting period is down compared to the last reporting period. Football, POLSA, Public Order, Security/Military.		494	6,350	
	Abstractions increased this reporting period to 16,348. The number of abstractions is still below the previous years total despite more events.		16,348	159,344	
CO11 DSU	29 requests for dangerous dog handlers this reporting period, is a reduction of 56% compared to the previous reporting period.	80%	100%		
CO14 Clubs and Vice	Counter terrorism focus desk – Operation Trammell	N/A	1 operation 12 arrests		
CO19 Firearms	To reduce the level of gun enabled crime – The number of pre-planned ARV operations. (15 Neon's and 1 sentinel)	N/A	16		

Customer Satisfaction					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO15 Traffic	The overall service provided by the CIU was of a good standard (very satisfied or satisfied 100% of the time). Substantially agree and agree	100%	100%	100%	↔
CO17 Transport	Customer satisfaction survey to identify bus passengers and staff satisfaction re safety, reliability, security at bus stops and on bus, and journey time.	U/K	U/K		
CO19 Firearms	To provide a service deemed 'Satisfactory' or better 90% of the time	90%	97%		
CO20 TSG	As part of citizen focus and demand management to provide correct levels of support to BOCUs. To receive a response of 'good' in 95% of satisfaction surveys for commissioners reserve callouts	95%	100%	100%	

People					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO4 Disclosure	Reduce police staff sickness levels below the MPS target of 9 days lost per officer per year – days lost per officer have decreased 16% from the previous reporting period.	0.75	0.77		
	Reduce police officer sickness levels below the MPS target of 6.5 days lost per officer per year	0.54	0.40		
CO11 Public Order	Reduce police officer sickness levels below the MPS target of 6.5 days per officer per year.	0.54	1.30		
CO11 DSU	Reduce police officer sickness levels below the MPS target of 6.5 days per officer per year.	0.54	0.98		
CO11 ASU	Reduce police officer sickness levels below the MPS target of 6.5 days per officer per year.	0.54	0.50		
CO11 MSU	Reduce police officer sickness levels below the MPS target of 6.5 days per officer per year.	0.54	0.88		

People					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO14 Clubs and Vice	Reduce Police Officer sickness levels below the MPS target of 6.5 days per officer per year	0.54	0.69		
	Reduce Police Staff sickness levels below the MPS target of 9 days per officer per year	0.75	1.18		
CO15 Traffic	Reduce Police Officers sickness levels below the MPS target of 6.5 days per officer per year.	0.54	0.83	9.37	↑
	Reduce Police Staff sickness levels below the MPS target of 9 days per Officer/ year.	0.75	1.30	14.52	↓
	Increase the number of BME traffic officers by 33% from 15 officers – Increase of 4.95 BME officers	19.95	23		↔

People					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO15 Traffic	Increase the number of female traffic officers by 33% from 32 officer – Increase of 10.56 female officers	42.56	46		↑
	Reduce Police Officers on recuperative duty to below the MPS target of 3.2% of strength - Reduce to 3% during 06/07	3%	2.64%		
CO16 TCJOCU	Reduce Police Officer sickness levels below the MPS target of 6.5 days per officer per year.	0.54	0.2		
	Reduce Police Staff sickness levels below the MPS target of 9 days per officer per year.	0.75	0.6		
CO17 Transport	Reduce Police Officer sickness levels below the MPS target of 6.5 days per officer per year	0.54	0.76		↑

People					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO17 Transport	Reduce Police Staff sickness levels below the MPS target of 9 days per officer per year.	0.75	0.80		
	Reduce TOCU PCSO sickness levels below the MPS target of 9 days per officer per year	0.75	0.93		
CO19 Firearms	Reduce Police Officer sickness levels below the MPS target of 6.5 days per officer per year.	6.5 per anon	6.8	7.4	
	Reduce Police Staff sickness levels below the MPS target of 9 days per officer per	9 per anon	7.2	8.0	
CO20 TSG	Reduce Police Officer sickness levels below the MPS target of 6.5 days per officer per year	0.54	0.63		

People					
Unit	Objective	Month Target	Month Achieved	YTD Achieved	Trend Analysis
CO20 TSG	Reduce Police Staff sickness levels below the MPS target of 9 days per officer per year	0.75	1.70		
	To increase the number of female officers to 12% of the total strength	12%	10.5%		
	To reach service objective on the number of BME officers on OCU to 7.9% of total strength	7.9%	6.1%		

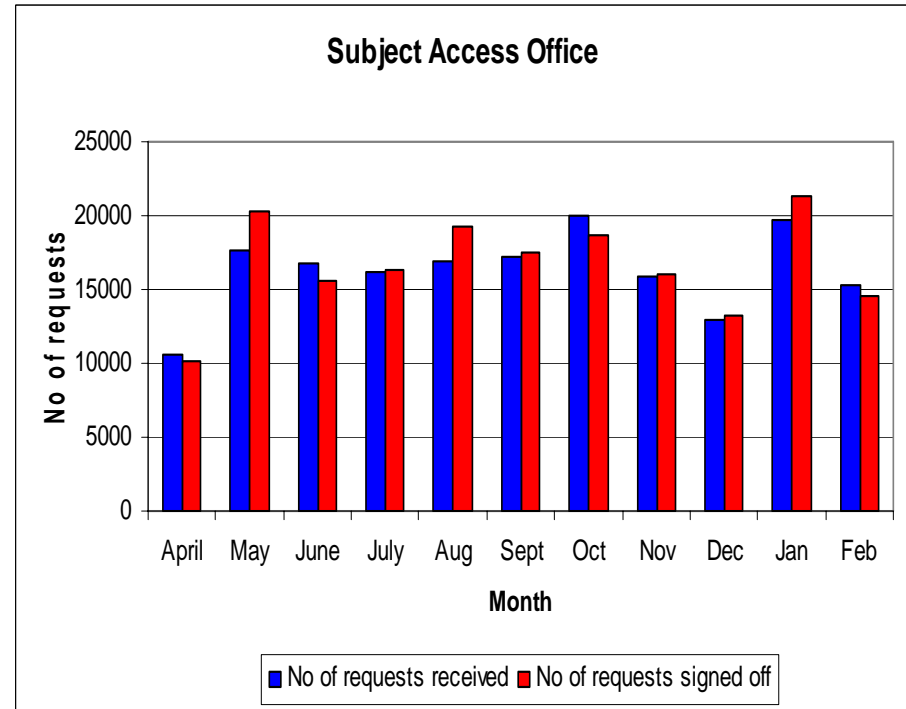
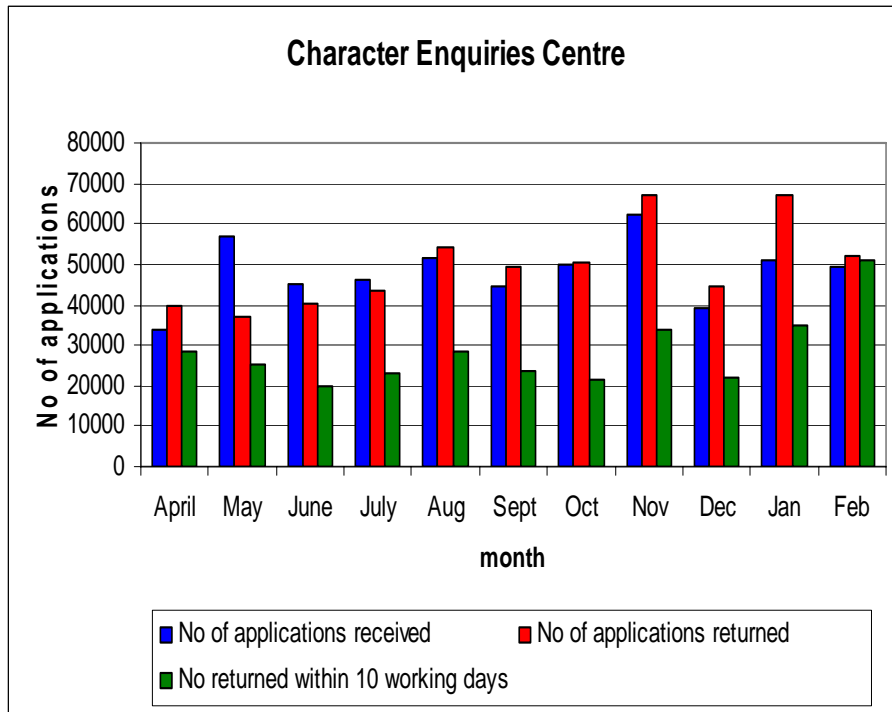
Police Officer Working Days Lost (April 2006 - March 2007)

	CO1 Central Ops HQ	CO3 Emergency Preparedness	CO4 Disclosure Service	CO11 Public Order	CO11 Operational Support	CO12 Olympics	CO14 Clubs and Vice	CO15 Traffic	CO16 Traffic CJU	CO17 Transport	CO19 Firearms	CO20 TSG	MPS	MPS Target
Apr-06	8.0	0.0	21	8.6	7.8	0	5.7	7.5	39.8	5.2	5.7	6.2	7.0	6.5
May-06	10.2	0.0	21.8	8.6	7.3	0.3	5.3	7.4	27.5	5.3	5.6	6.4	7.1	6.5
Jun-06	12.2	2.5	22.3	8.2	7.0	0.2	4.9	7.7	20.1	5.4	5.7	6.6	7.1	6.5
Jul-06	14.4	5.0	21.5	8.0	6.9	0.2	5.4	7.8	12.6	5.6	5.9	6.8	7.2	6.5
Aug-06	16.9	7.0	19.3	7.7	7.1	0.2	5.9	8.0	8.7	6.0	6.1	7.0	7.2	6.5
Sep-06	19.7	7.5	17.1	7.5	7.2	0.1	6.4	8.0	7.0	6.2	6.1	7.1	7.2	6.5
Oct-06	22.9	6.6	13.8	7.4	6.8	0.2	6.8	8.1	6.1	6.1	6.2	7.1	7.2	6.5
Nov-06	25.6	6.4	11.1	7.4	6.3	0.2	6.9	8.3	5.7	6.2	6.4	7.2	7.2	6.5
Dec-06	26.3	7.3	8.8	7.5	5.9	0.4	6.8	8.3	6.1	6.1	6.8	7.4	7.2	6.5
Jan-07	25.5	7.4	5.5	7.5	5.8	0.4	6.9	8.5	5.6	6.0	7.0	7.6	7.3	6.5
Feb-07	26.1	7.5	2.4	7.5	3.7	0.4	7.1	8.4	4.2	6.4	7.3	7.5	7.4	6.5
Mar-07														6.5
Difference	18.1	7.5	18.6	1.1	4.1	0.4	1.4	0.9	35.6	1.2	1.6	1.3	0.4	
% increase / decrease	226%	N/A	88%	12%	52%	N/A	24%	12%	89%	23%	28%	20%	5%	

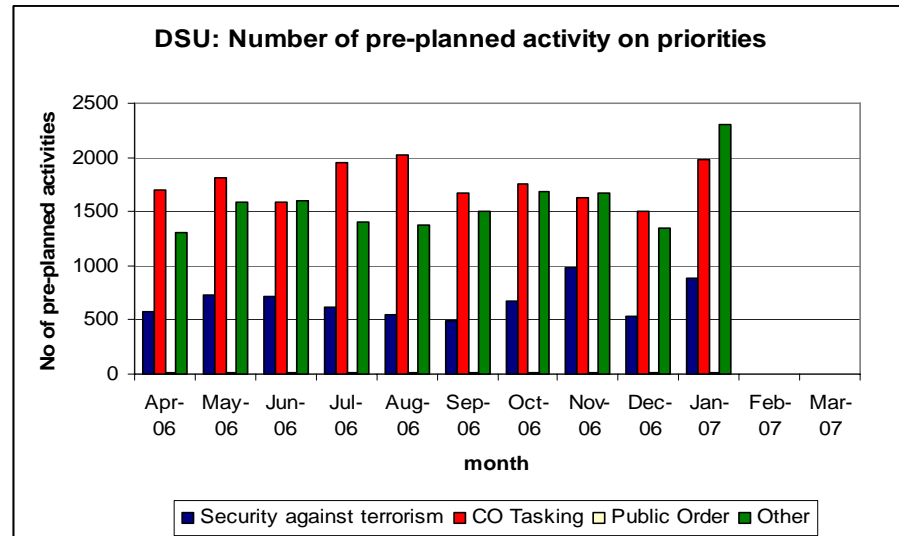
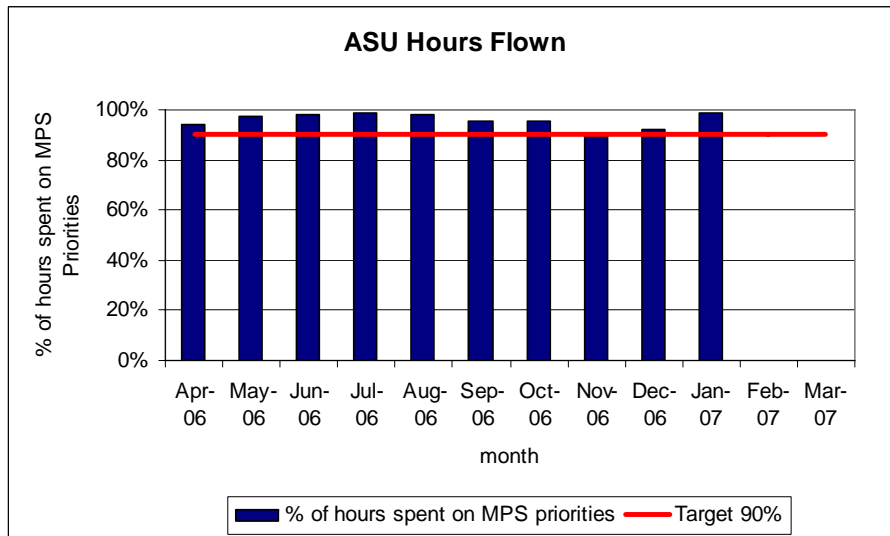
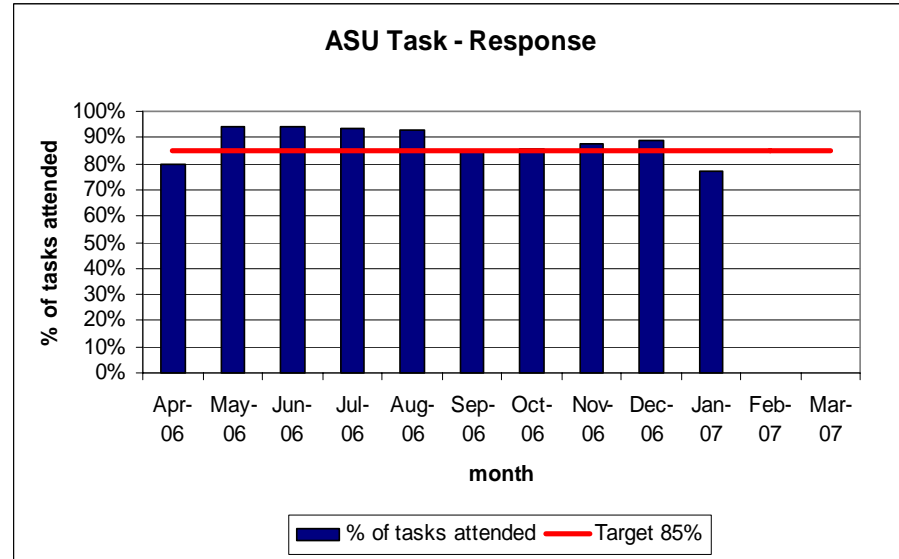
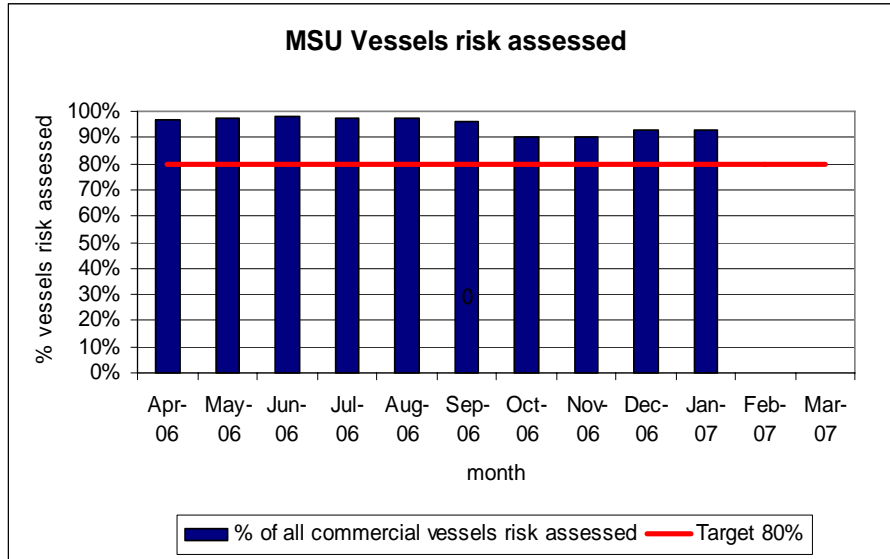
Police Staff Working Days Lost (April 2006 - March 2007)

	CO1 Central Ops HQ	CO3 Emergency Preparedness	CO4 Disclosure Service	CO11 Public Order	CO11 Operational Support	CO12 Olympics	CO14 Clubs and Vice	CO15 Traffic	CO16 Traffic CJU	CO17 Transport	CO19 Firearms	CO20 TSG	MPS	MPS Target
Apr-06	4.9	0.0	10.6	8.8	6.1	0.0	9.7	5.9	6.7	10.7	8.1	12.2	9.4	9.0
May-06	4.4	3.3	10.3	8.8	5.4	0.0	9.1	5.9	6.9	10.0	7.8	13.1	9.4	9.0
Jun-06	4.1	2.8	10.0	8.5	5.4	13.2	8.0	5.5	6.6	9.6	7.7	13.6	9.5	9.0
Jul-06	3.9	2.4	9.8	8.8	5.4	9.5	6.8	5.7	6.4	9.6	7.8	13.2	9.6	9.0
Aug-06	4.5	2.1	9.4	9.0	5.4	7.5	6.3	6.0	6.3	9.4	7.9	12.8	9.7	9.0
Sep-06	3.9	1.9	9.0	9.2	5.3	6.1	5.8	6.2	6.3	8.8	7.8	12.3	9.8	9.0
Oct-06	3.6	1.8	9.0	9.2	4.7	4.9	5.8	6.5	6.6	7.6	7.4	12.5	9.9	9.0
Nov-06	3.2	1.6	9.0	8.8	4.4	8.0	6.3	7.2	6.6	6.5	7.5	12.1	9.9	9.0
Dec-06	3.5	1.5	8.5	8.2	4.1	6.6	8.3	7.8	6.7	5.8	7.3	10.8	9.9	9.0
Jan-07	3.5	1.6	8.2	7.8	4.4	5.7	6.8	8.8	6.8	5.5	7.2	10.8	9.9	9.0
Feb-07	3.4	1.5	8.0	7.3	3.0	4.4	6.5	9.5	6.8	5.2	7.0	11.3	10.0	9.0
Mar-07														9.0
Difference	1.5	1.5	2.6	1.5	3.1	4.4	3.2	3.6	0.1	5.5	1.1	0.9	0.6	
% increase / decrease	30%	N/A	24%	17%	50%	N/A	32%	61%	1%	51%	13%	7%	6%	

Annex A: CO4 Disclosure Service
 Source: CO4 Disclosure Service OCU

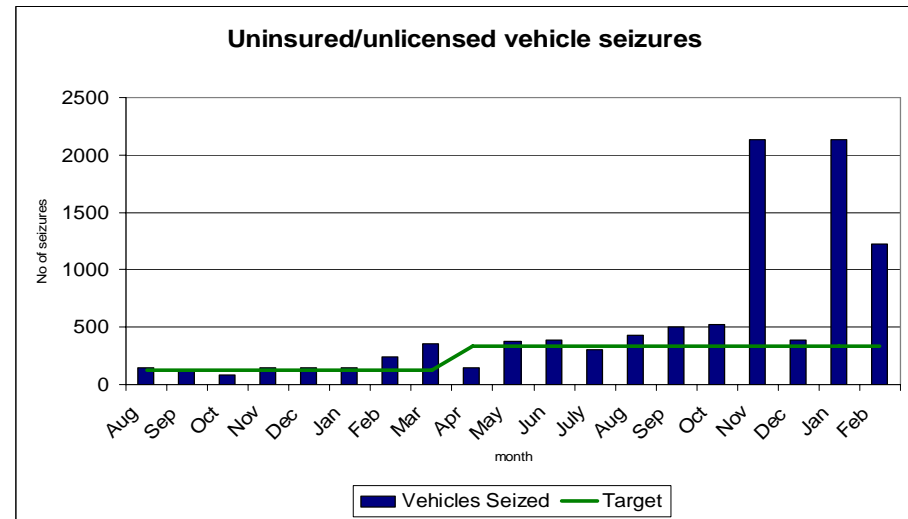
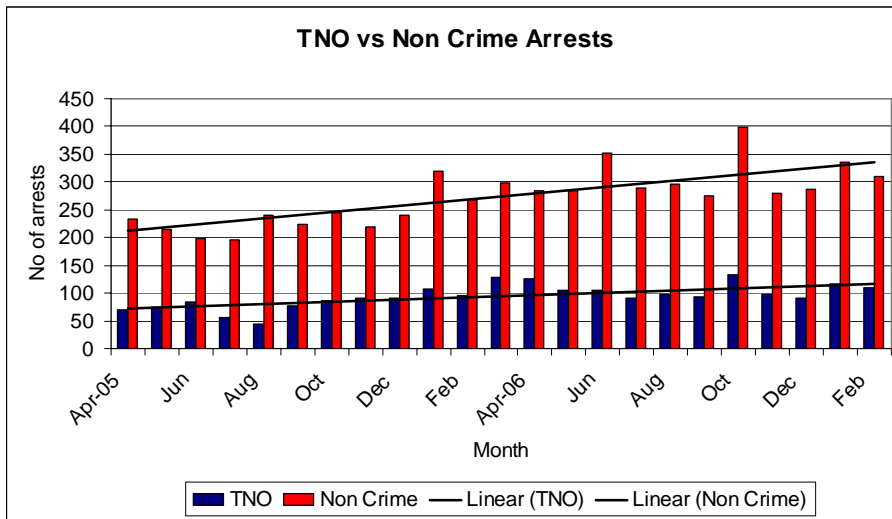
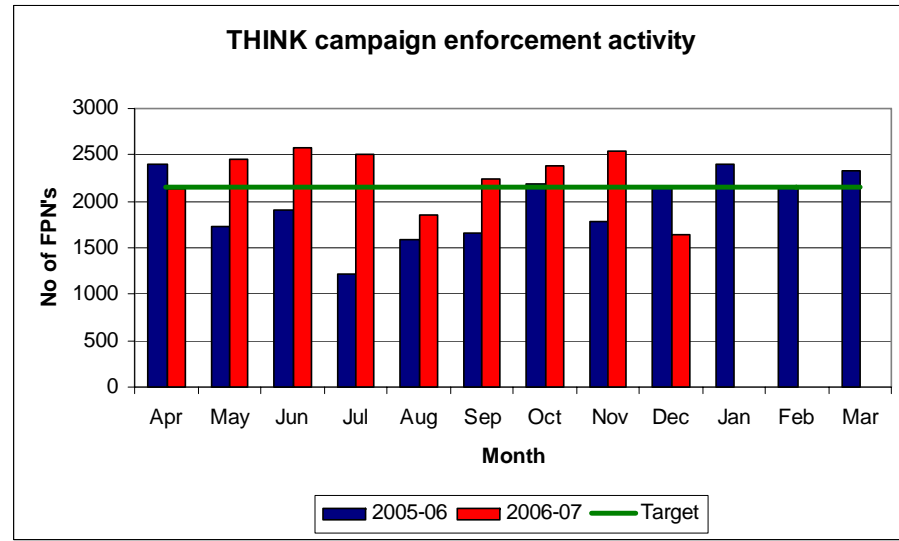
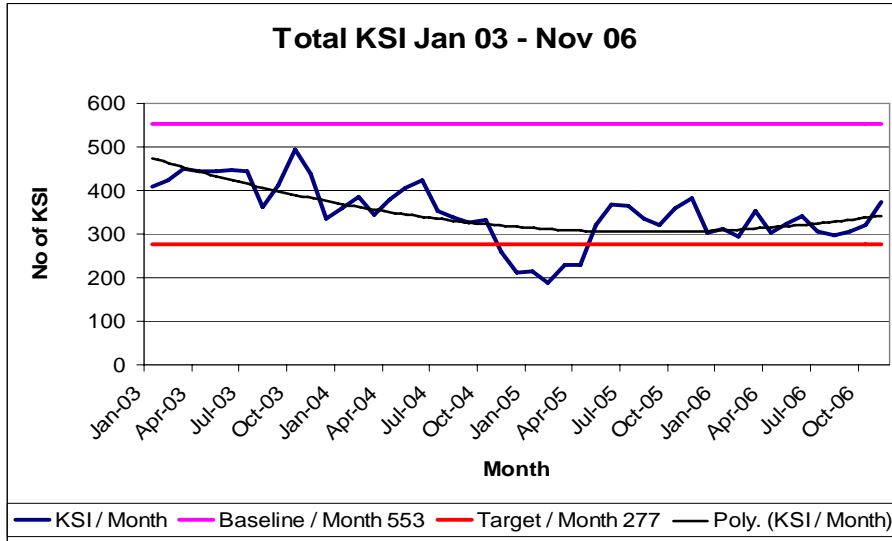


Annex B: CO11 Public Order and Operational Support
 Source: CO11 PO and OS



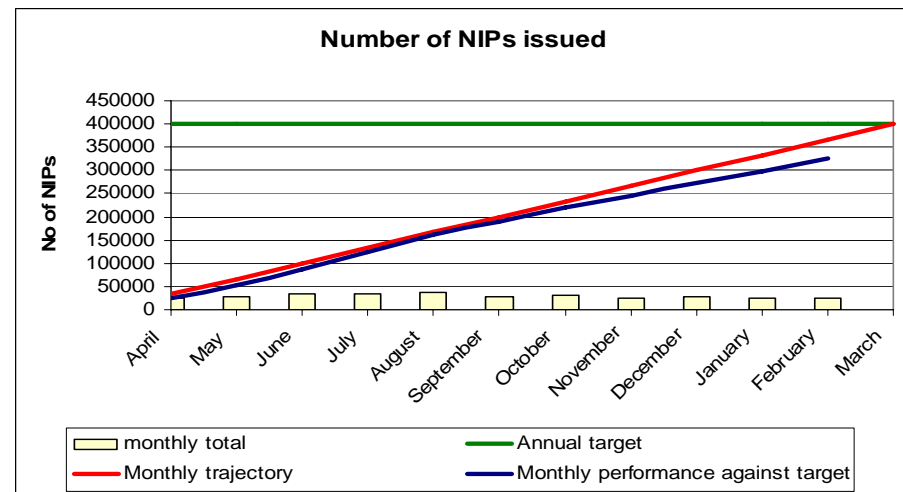
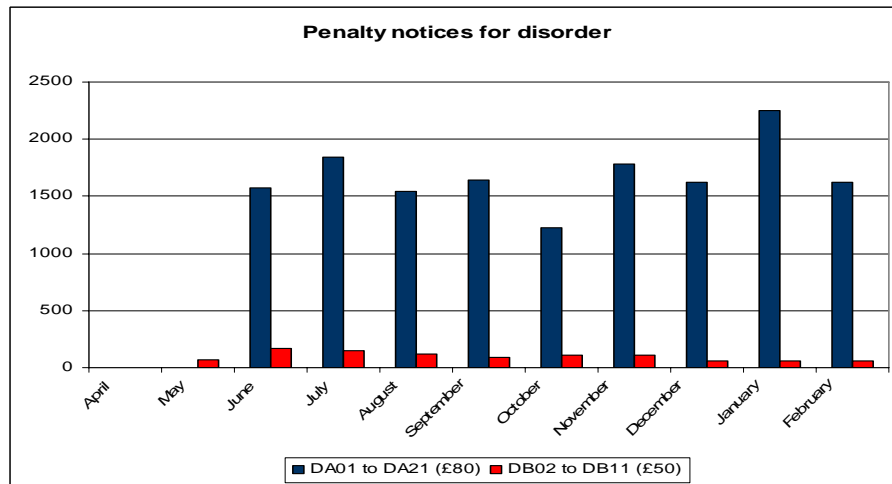
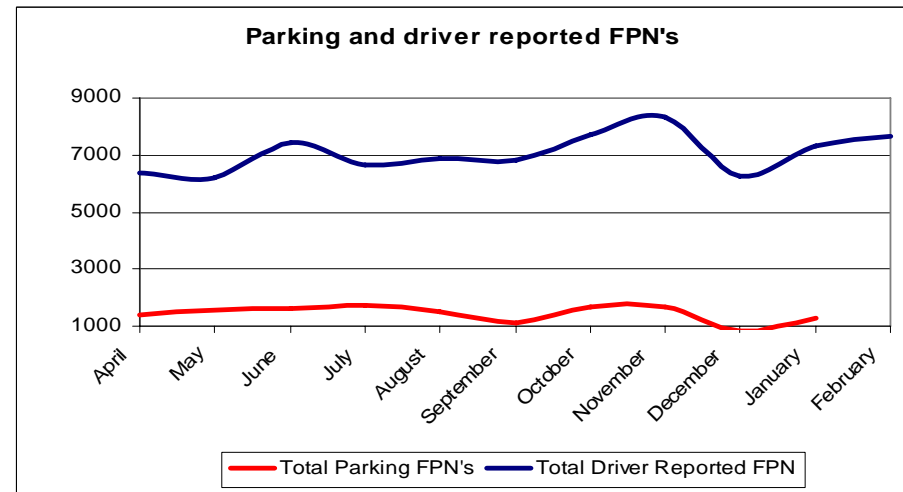
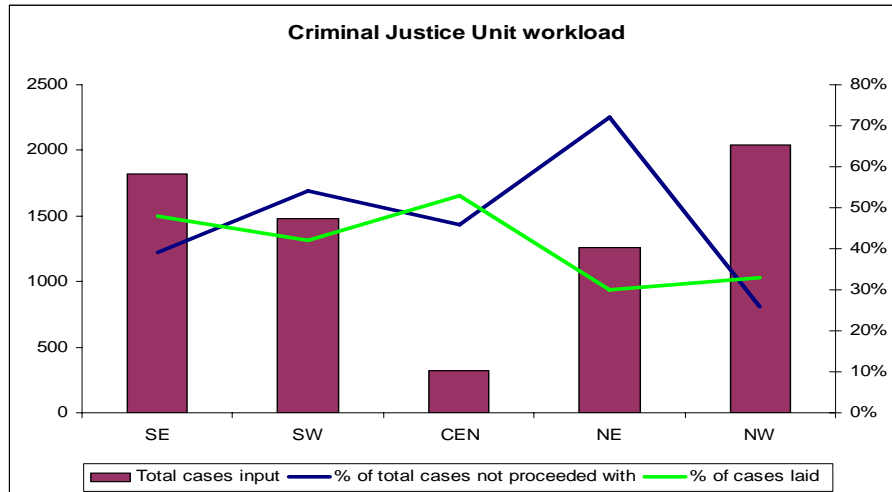
Annex C: CO15 Traffic OCU

Source: CO15 Traffic OCU



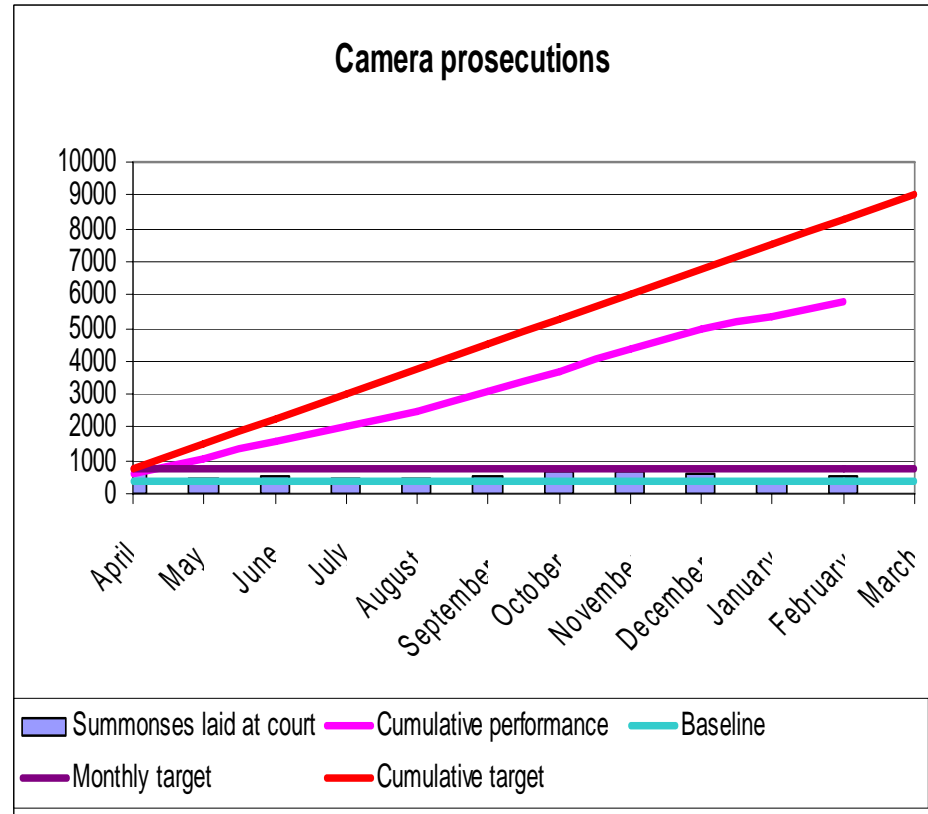
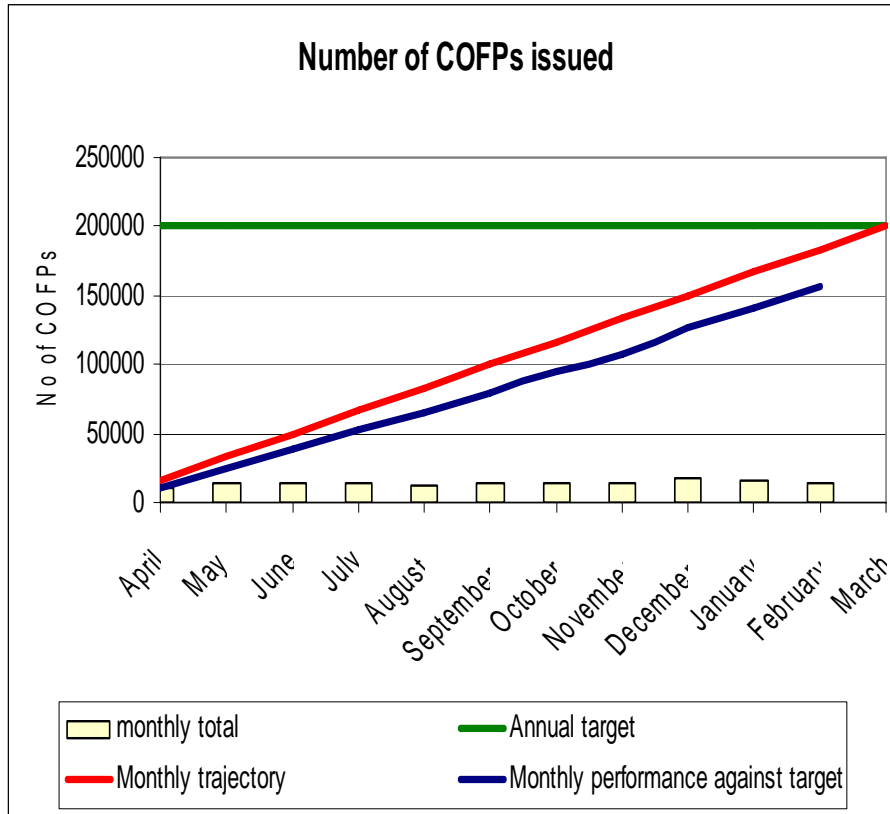
Annex D: CO16 Traffic Criminal Justice OCU

Source: CO16 TCJU OCU



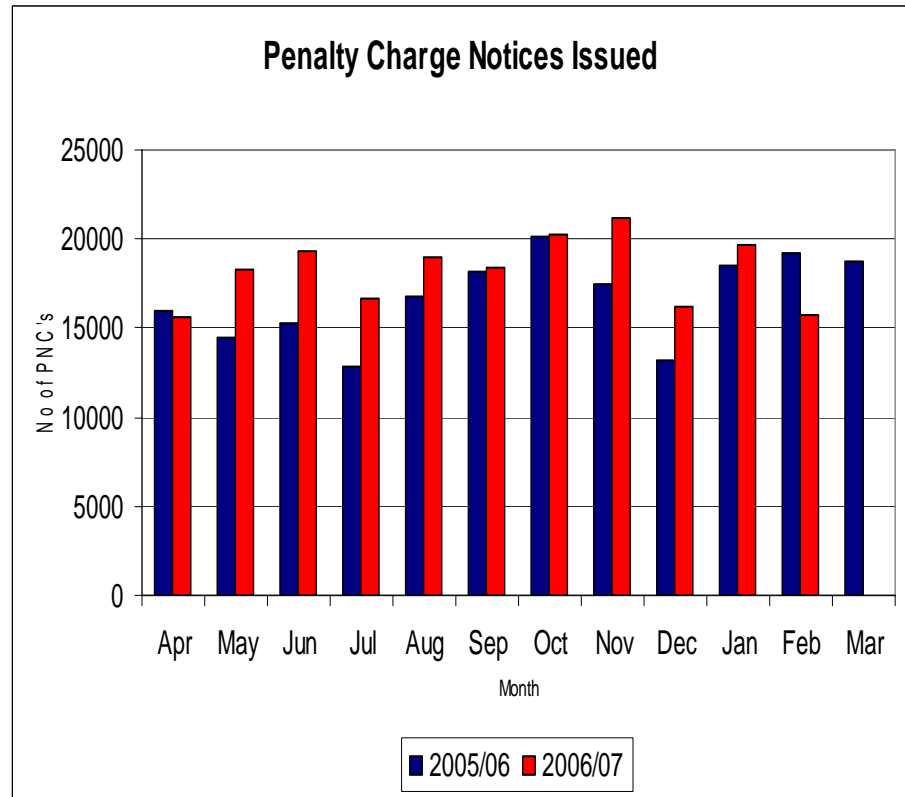
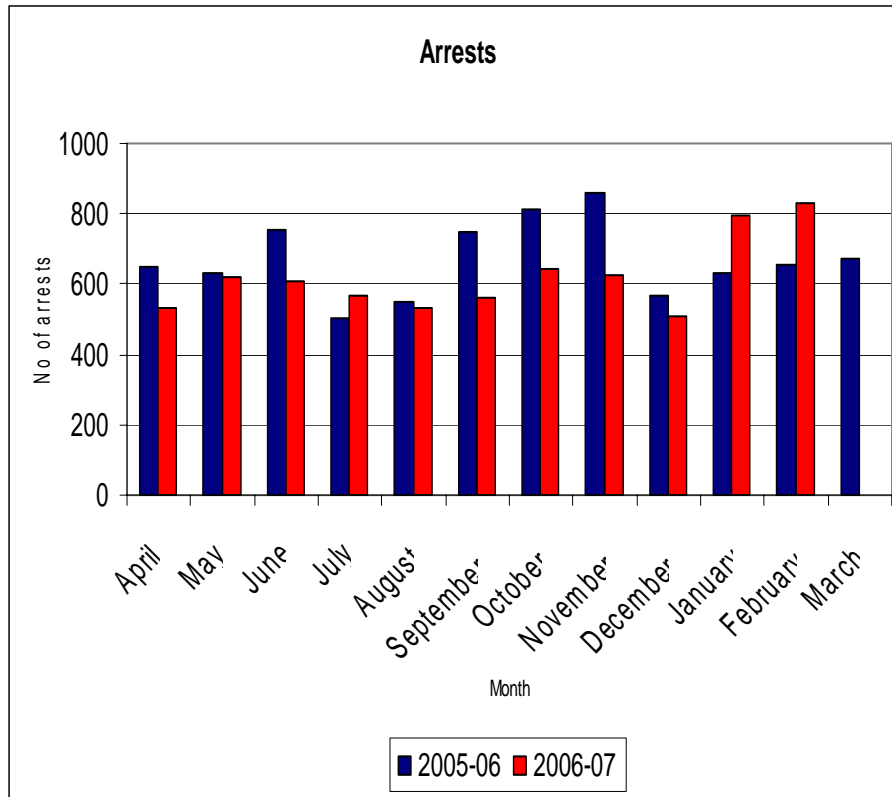
Annex D: CO16 Traffic Criminal Justice OCU

Source: CO16 TCJU OCU



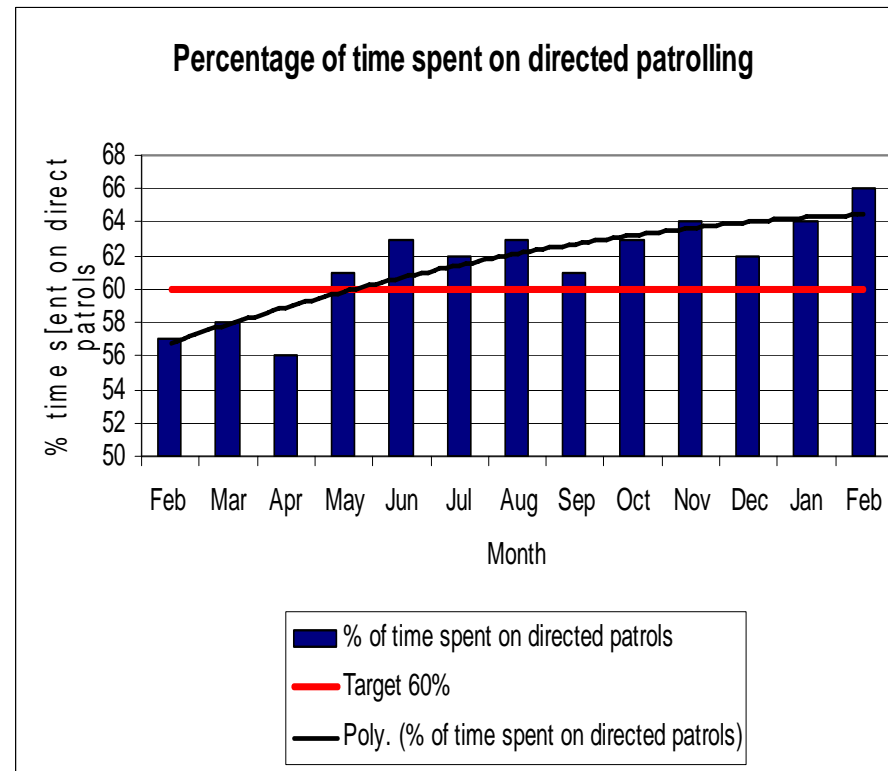
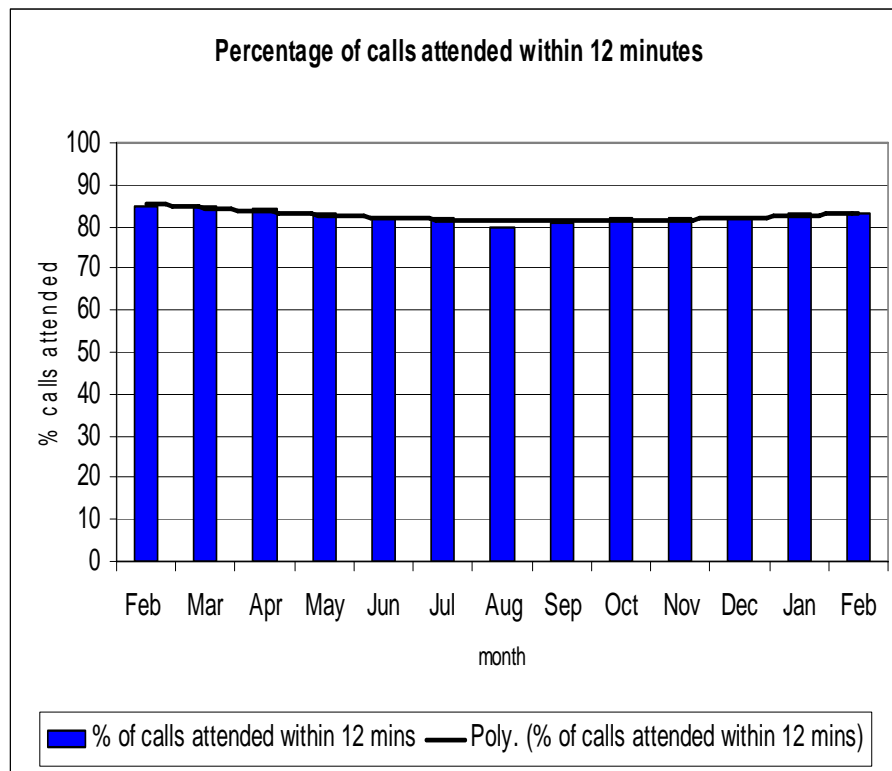
Annex E: CO17 Transport OCU

Source: CO17 Transport OCU



Annex F: CO19 Firearms OCU

Source: CO19 Firearms OCU



Annex G: CO20 TSG OCU

Source: CO20 TSG OCU

