



Metropolitan Police Authority

# Specialist Operations

## MPA High Level Indicators

### Performance Report September 2004

#### Introduction

London is under a continuing threat from International Terrorism. Specialist Operations Command continues to operate within an arena of heightened security levels as well as meeting the needs of London's Boroughs and Specialist Crime Department.

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#### Key

##### Performance Trend

Improvement compared to last month	<b>+</b>
Deterioration compared to last month	<b>-</b>
No change compared to last month	<b>=</b>

##### Performance Status

On or above target	
Minor variation on target <5%	
Major variation on target >5%	



## Specialist Operations MPA High Level Indicators



# 1

### To minimise the risk to life and property from terrorist activity in London

	Apr-Sep 2003	2003 - 2004	Aug 2004	Sep 2004	FYTD 2004/5	Comments	Trend
<b>Target: To increase the number of quality intelligence (Crimint) reports compared to 2003/4</b>							
Crimints	5,875	10,843	830	965	5,719	If the present level of quality intelligence reports submissions continue the total number of reports for 2003-4 will be exceeded by year end.	<span style="background-color: yellow; border: 2px solid black; padding: 5px; font-weight: bold;">+</span>
Crimints (12 months previously)	2,761	8,143	854	770	5,875		
% change	113%	33%	-3%	25%	-3%		

	Introduced July 2003	94	11	10	45	Comments	Trend
<b>Target: Appropriate number of Counter Terrorism Deployments</b>							
Deployments	Introduced July 2003	94	11	10	45	Deployments include high visibility uniform reassurance and counter terrorism patrols in high risk areas of London.	

# 2

### To maintain an effective response to suspected and actual terrorist incidents

	Apr-Sep 2003	2003 - 2004	Aug 2004	Sep 2004	FYTD 2004/5	Comments	Trend
<b>Target: to achieve a good or very good rating for scene management at suspected or actual terrorist incidents 90% of the time</b>							
Suspected or actual scenes	139	264	16	33	131		<span style="background-color: #c8e6c9; border: 2px solid black; padding: 5px; font-weight: bold;">=</span>
Rated Good or Very Good	130	250	15	33	125		
% Rated Good or Very Good	94%	95%	94%	100%	95%		

	3,007	6,415	629	756	4,639	Comments	Trend
<b>Target: First Officer to be on the scene of suspected or actual terrorist incident within 12 minutes 100% of the time</b>							
Immediate response calls (CBRN, Bomb Threat & Suspect Device)	3,007	6,415	629	756	4,639	The MPS has set the 100% target as an aspirational performance measure.	<span style="background-color: #ffcdd2; border: 2px solid black; padding: 5px; font-weight: bold;">=</span>
First Officer on the scene within 12 minutes	2,310	4,993	482	580	3,649		
% First Officer on the scene within 12 minutes	77%	78%	77%	77%	79%		

## Specialist Operations MPA High Level Indicators



# 1

To ensure that MPS staff are trained, informed, prepared and equipped to protect the capital

	Apr-Sep 2003	2003 - 2004	Aug 2004	Sep 2004	FYTD 2004/5	Comments	Trend
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**SO12 Target: 70% of Special Branch Operations to be against Priority Targets**

No. of Operations	89	95	101	100	N/A	SO12 continue to exceed performance target.	=
No of Priority Operations	78	85	86	88	N/A		
% Priority Operations	88%	89%	85%	88%	N/A		

# 2

To reduce the likelihood or effects of terrorism

	Apr-Sep 2003	2003 - 2004	Aug 2004	Sep 2004	FYTD 2004/5	Comments	Trend
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**SO13 Target: 0 terrorist attacks in London**

Number of Terrorist Attacks recorded in London	0	0	0	0	0	The most recent terrorist attacks in London were in 1999 (the Copeland hate campaign).	=
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**SO13 Target: Explosives Officer to attend Improvised Explosive Device (IED) calls within set time 95% of the time.**

NO. of IED calls	229	464	40	60	287		=
Responded to within set time	229	464	40	60	287		
Performance against Target	100%	100%	100%	100%	100%		

**SO13 Target: Explosives Officer to attend Conventional Munitions Disposal (CMD) calls within set time 95% of the time.**

NO. of CMD calls	91	189	6	12	71		=
Responded to within set time	91	189	6	12	70		
Performance against Target	100%	100%	100%	100%	99%		

**SO14 Target: No unlawful intrusions to protected secure residence of principle (red & purple zones)**

No intrusions - Purple	New PI	0	0	0	13/09/04 Three members of 'Fathers 4 Justice' - one individual (dress as Batman) climbed onto a balcony before surrendering to police; two detained attempting entry.	=
No intrusions - Red		0	0	0		
No intrusions - Orange		0	1	1		
No intrusions - Yellow		2	0	10		
No intrusions - Green		0	0	0		

## Specialist Operations MPA High Level Indicators



# 2

### To reduce the likelihood or effects of terrorism

	Apr-Sep 2003	2003 - 2004	Aug 2004	Sep 2004	FYTD 2004/5	Comments	Trend
<b>SO16 Target: Mobile response to Embassy Warning System activations - to missions and government buildings and people at risk within 6 minutes, 90% of the time</b>							
Emergency calls	1,337	2,784	117	84	534	As part of its mission of continual improvement of being at the scene of Embassy Warning System alarm activations within 6 minutes 85% of the time SO16 has raised this performance indicator to a 90% target.	<span style="background-color: yellow; border: 1px solid black; padding: 2px;">-</span>
Response within 6 minutes	1,274	2,558	101	70	455		
% Response within 6 minutes	95%	92%	86%	83%	85%		
<b>SO17 Target: No intrusions in the designated most sensitive areas (red zone) of the parliamentary estate</b>							
No intrusions - Red	New PI		0	1	1	15/09/04 - 8 Pro-hunt protesters gained entry by deceit to the House of Commons: 3 were stopped by the House doorkeepers but 5 ran into the Chamber of the House, security for which is provided by the House Authorities, to protest. This has initiated a security review.	<span style="background-color: red; color: white; border: 1px solid black; padding: 2px;">-</span>
No intrusions - Yellow			0	0	6		
No intrusions - Brown			2	0	6		
<b>SO17 Target: All personal attack alarm activations are attended within 3 minutes, 80% of the time.</b>							
Personal Attack alarm activations	22	56	13	24	81	Following incidents at Palace of Westminster new alarm response procedures have been initiated and are subject of operational review in consultation with House of Commons officials.	<span style="background-color: green; color: white; border: 1px solid black; padding: 2px;">+</span>
Responded to within 3 minutes	17	42	8	24	68		
% Responded to within 3 minutes	77%	75%	62%	100%	84%		
<b>SO17 Target: All perimeter alarm activations are attended within 3 minutes, 80% of the time.</b>							
Perimeter Alarm activations	32	283	518	556	3,043	Perimeter / intruder alarm handling have been reviewed and operational procedures amended in response to recent intrusion events.	<span style="background-color: green; color: white; border: 1px solid black; padding: 2px;">=</span>
Responded to within 3 minutes	11	191	473	527	2,852		
% Responded to within 3 minutes	34%	67%	91%	95%	94%		
<b>SO17 Target: Strangers' Gallery: Offensive weapons seized from visitors not to exceed 5% of the total seized on the Estate</b>							
Total No. of weapons seized (on the Estate)	201	334	69	47	245	A security review of the Palace of Westminster Estate is currently being conducted at the request of the Speaker following recent incidents.	<span style="background-color: green; color: white; border: 1px solid black; padding: 2px;">=</span>
No. weapons seized at Strangers' gallery	0	7	0	0	1		
% seized at Strangers Galleries	0%	2%	0%	0%	0.4%		

## Specialist Operations MPA High Level Indicators



### 3

To enhance community contribution to the Counter Terrorism effort

	Apr-Sep 2003	2003 - 2004	Aug 2004	Sep 2004	FYTD 2004/5	Comments	Trend
<b>SO13 Target: 85% of Hotline calls to be answered within set time.</b>							
No. of Hotline Calls	2,810	6,471	1,151	992	5,137	There has been a substantial year on year increase in the number of calls from the public to the Terrorist Hotline SO13 is continuing to achieve its call answering response target.	=
Answered within set time	2,550	5,895	1,024	903	4,615		
Performance against Target	91%	91%	89%	91%	90%		

### 4

To make London's airports and other key sites a hostile environment for criminal and terrorist activity

	Apr-Sep 2003	2003 - 2004	Aug 2004	Sep 2004	FYTD 2004/5	Comments	Trend
<b>SO16 Target - Residential protection - in hotels supplied at the request of Special Branch 100% of the time</b>							
Request from Special Branch	91	262	4	10	67		=
Residential protection supplied	91	262	4	10	67		
% Residential protection supplied	100%	100%	100%	100%	100%		
<b>SO16 Target: Armed protection for ceremonial and state events 85% of the occasions requested</b>							
Requests for armed protection	88	257	0	0	9		=
Armed protection supplied	88	257	0	0	9		
% Armed protection supplied	100%	100%	N/R	N/R	100%		
<b>SO18 Target: 0 terrorist attacks in London</b>							
Number of Terrorist Attacks recorded at Heathrow Airport	0	0	0	0	0	The last recorded terrorist incident at Heathrow was March 1994	=

## Specialist Operations MPA High Level Indicators



**Add.**

**Sustaining delivery**

	Apr-Sep 2003	2003 - 2004	Aug 2004	Sep 2004	FYTD 2004/5	Comments	Trend
<b>SO19 Target: 60% of Armed Response Vehicle (ARV) operational time to be spent on Directed Patrol</b>							
Total time (hrs) ARVs available (under SLA)	Not Available	22,608	3,700	3,523	23,070		
Actual time (hrs) ARVs on Directed Patrol	Not Available	15,555	2,417	2,112	15,502	The Boroughs targeted for Directed Patrol are agreed through intelligence led risk assessment	
% time ARVs on Directed Patrol	Not Available	69%	65%	59.9%	67%		-
<b>SO19 Target: Training: To provide a service deemed satisfactory or better 90% of the time</b>							
Yes	Revised Questionnaire from Nov. 2003	13,100	1,748	5,245	22,324		
No		270	57	91	576	This is a standard (16 question) questionnaire used for all SO19 Firearms Training Courses. It should be noted that for a few courses some questions are not applicable.	
Not applicable or not completed		1,030	227	488	2,127		
% Yes - Satisfactory		91%	86%	90%	89%		+
<b>SO4 Target: National Security Vetting - enquiries to be completed within 5 working days 80% of the time</b>							
Enquiries received		72,556	148,341	8,488	10,393	58,725	
Completed within 5 working days		72,556	147,196	8,488	9,924	58,256	There has been a decline in the number of requests for security vetting.
% Completed within 5 working days		100%	99%	100%	95%	99%	-
<b>SO4 Target: Method Index - accept and undertake suitable search requests within 2 working days 80% of the time</b>							
Search requests		3,380	7,165	56	42	306	
Completed within 2 working days		2,866	6,292	54	41	280	An internal review of the use of Method Index has been conducted with a view to addressing the decline in use of this intelligence tool by investigating officers. A change in the counting rules has resulted in the apparent decline in activity recorded.
% Completed within 2 working days		85%	88%	96%	98%	92%	+
<b>SO4 Target: Character Enquiries - 90% of background checks to be completed within 10 working days</b>							
Background checks		196,154	435,688	33,708	39,379	222,158	
Completed within 10 working days		185,921	420,453	31,770	33,572	195,675	Turnaround times were extended in early September 2004 due to technical problems at the CRB and MPS. By month end performance was back above target.
% Completed within 10 working days		95%	97%	94%	85%	88%	-