



Specialist Operations MPA High Level Indicators

Performance report for the period April to May 2003

Introduction

There are changes to the format of this report in comparison to that submitted for the January 2003 meeting. This is the result of the split between Specialist Operations (SO) and Specialist Crime Directorate (SCD) and the differing reporting strategies now in force. The main differences in the SO report is the change to monthly data, in order to better fit in with the intended reporting schedule, and a slight alteration in presentation style.

Three of the High Level Performance Indicators included in this report differ from 2002/03 in line with the recent planning process.

These are:

SO16 Emergency requests for mobile response to Diplomatic missions/residences & central government premises/ministerial residences within 6 minutes now 85% of the time (from 90%).

SO17 Monthly seizures at Strangers' Gallery now not to exceed 5% (from 10%) of total seized on the Palace of Westminster Estate.

SO12 Percentage of urgent and high priority actions responded to within target time is no longer included. The low number of actions recorded reducing their value as an indicator of SO12 performance.

It is anticipated that future reports will be submitted in this format pending a review of Management Information within SO later this year.

In the light of heightened security measures, because of the continued high threat status of terrorist attack, this continues to be a busy time for SO, with increased operational commitments supporting not only counter terrorism but also Borough and SCD initiatives.

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Specialist Operations MPA High Level Indicators Summary

Indicator	Target	YTD	2002-2003
1	Counter Terrorism		
Number of terrorist attacks in London	0	0	0
Percentage of calls to terrorism 'Hotline' answered within target	85%	86%	90%
Percentage of calls regarding Improvised Explosive Device responded to within target	95%	100%	98%
Percentage of calls regarding Conventional Munitions Disposal answered within target	95%	100%	97%
2	Royalty & Diplomatic Protection Group		
Number of unlawful intrusions to protected secure residence of principle	0	0	0
Percentage of mobile response to diplomatic/ government buildings and residences within 6 mins	85%	81%	81%
Provision of armed security to Palace of Westminster / ceremonial & state events / residences of visiting Heads of State	100%	100%	100%
Response to personal attack and intruder alarms within 3 minutes - where innocent cause cannot immediately be established	90%	67%	74%
Percentage of offensive weapons seized at Strangers Gallery	<5%	0%	1%
3	Policy Support		
Percentage of time spent on directed patrol	61%	55%	60%
Satisfaction rate for SO19 firearms training	80%	90%	86%
Number of terrorist attacks on Heathrow	0	0	0
4	Special Branch		
Percentage of all national security vetting requests entered within 7 working days	90%	100%	100%
Percentage of Priority Operations of Total Operations	70%	71% <small>(May)</small>	83% <small>(Mar)</small>
5	National Identification Service		
Percentage of criminal record enquiries for MPS within 10 days	90%	87%	45%
Percentage of vetting enquiries to be completed within 5 working days	80%	100%	77%
Percentage of requested searches of Method Index within 2 days	80%	76%	77%

Specialist Operations MPA High Level Indicators

Apr May Jun Jul Aug Sep YTD 2002- 2003

1 Counter Terrorism

SO13	Securing the Capital against terrorism	Target: 0 terrorist attacks in London							
	Number of Terrorist Attacks recorded in London	0	0					0	0
SO13	To prevent and disrupt terrorist activity	Target: 85% of Hotline calls to be answered within set time.							
	No. of Hotline Calls	418	337					755	3,442
	Answered within set time	368	280					648	3,085
	Performance against Target	88%	83%					86%	90%
SO13	To prevent and disrupt terrorist activity	Target: 95% of the time Explosives Officer to attend Improvised Explosive Device calls within set time.							
	NO. of IED calls	62	43					105	485
	Responded to within set time	62	43					105	476
	Performance against Target	100%	100%					100%	98%
SO13	To prevent and disrupt terrorist activity	Target: 95% of the time Explosives Officer to attend Conventional Munitions Disposal calls within set time.							
	NO. of CMD calls	14	22					36	174
	Responded to within set time	14	22					36	169
	Performance against Target	100%	100%					100%	97%

2 Royalty, Diplomatic & Palace of Westminster Protection Group

SO14	To prevent and disrupt terrorist activity	Target: 0 unlawful intrusions to protected secure residence of principle							
	No. of unlawful intrusions	0	0					0	0
SO16	To maintain an effective response to suspected and actual terrorist incidents	Target: 85% of emergency requests for mobile response to Diplomatic missions/residences & central government premises/ministerial residences within 6 minutes.							
	Emergency Requests for Mobile Response	327	445					772	749
	Response within 6 minutes	268	354					622	605
	Performance against Target	82%	80%					81%	81%
SO16	To prevent and disrupt terrorist activity	Target: 100% provision of armed protection to Ceremonial & State events / residences of visiting Heads of State							
	Requests received	3	12					15	218
	Provision of armed security	3	12					15	218
	Performance against Target	100%	100%					100%	100%
SO17	To maintain an effective response to suspected and actual terrorist incidents	Target: 90% response within 3 minutes to personal attack and intruder alarm activations (where innocent cause cannot immediately be established)							
	No. of alarms	7	8					15	137
	Responded to within 3 minutes	5	5					10	102
	Performance against Target	71%	63%					67%	74%
SO17	To prevent and disrupt terrorist activity	Target: Monthly seizures at Stranger's Galleries not to exceed 5% of total seized on the Estate.							
	Total weapons seized	20	24					44	332
	Seized at Strangers Galleries	0	0					0	3
	Performance against Target	0%	0%					0%	1%

3 Policy Support

SO19	To increase visible police presence	Target: 61% of ARV to be spent on Directed Patrol							
	Time spent on Directed Patrol	56%	53%					55%	60%
SO19	To maintain an effective response to suspected and actual terrorist incidents	Target: 80% satisfaction rate for SO19 firearms training							
	Yes (positive responses)	1,067	1,833					2,900	3,430
	No (negative responses)	50	68					118	52
	Not Applicable / Omitted	67	147					214	528
	Performance against Target	90%	90%					90%	86%
SOID	Securing the capital against Terrorism	Target 0 terrorist attacks on Heathrow							
	No of terrorist attacks on Heathrow	0	0					0	0

4 Special Branch

SO12	To prevent and disrupt terrorist activity	Target: 90% of CTC, SC & DV clearances entered within 7 working days.							
	Requests received	1,079	962					2,041	8,059
	Commenced within 7 days	1,079	962					2,041	8,059
	Performance against Target	100%	100%					100%	100%
SO12	To prevent and disrupt terrorist activity	Target: 70% of Special Branch Operations to be against Priority Targets							
	Total No. of Operations	90	94						82
	No. Priority Operations	68	67						68
	Performance against Target	76%	71%						83% (Mar)

5 National Identification Service

SO4	To improve the protection and safety of children including victim care, investigation and partnership working.	Target: 90% of Criminal Record Bureau checks to be completed within 10 working days							
	<u>Character Enquiries</u>								
	Applications received	39,531	21,010					60,541	232,363
	Completed within 10 working days	32,020	20,380					52,400	104,041
	Performance against Target	81%	97%					87%	45%
SO4	To prevent and disrupt terrorist activity	Target 80% of National Security Vetting enquiries to be completed within 5 working days							
	<u>Vetting</u>								
	Applications received	17,235	12,230					29,465	210,283
	Completed within 5 working days	17,235	12,230					29,465	162,589
	Performance against Target	100%	100%					100%	77%
SO4	To reduce incidence of street crime and burglary	Target: 80% of search requests from UK forces to be completed within 2 working days							
	<u>Method Index</u>								
	Requests received	676	491					1,167	7,720
	Completed within 5 working days	521	363					884	5,981
	Performance against Target	77%	74%					76%	77%

Specialist Operations Comments

1 Counter Terrorism (SO13)

SO13

For the planning year 2003/04 to date SO13 have maintained their strong performance from 2002/03, hitting or exceeding targets on three of their High Level Indicators. However, answering the terrorist 'Hotline' within the set time slipped in May due to a high number of nuisance calls received from a known individual whose number is familiar to the telephone operators and is therefore treated as a lower priority than would otherwise be the case.

2 Royalty Protection, Diplomatic Protection & Palace of Westminster

SO16 Diplomatic Protection Group

A vastly increased work load (eight fold over the same period - April / May 2003 - 772 vs April / May 2002 - 100) in the use of Diplomatic Protection Group Mobile Units to support Boroughs highlighted a difficulty in distinguishing between BOCU 12 minute response time calls and SO16 6 minute response time calls. Early indications show a below par performance for the higher SO16 standard in this area (response times for the rest of the MPS are, generally, 75% within 12 minutes). Systems are being developed to differentiate between the different call out types.

There is 100% provision of armed security to Palace of Westminster and Ceremonial & State events. These tend to fall in June (Trooping the Colour & Beating the Retreat) and November (Festival of Remembrance, Remembrance Sunday, State Opening of Parliament & Allied Jewish Ex-Servicemen Parade).

SO16 are currently undertaking extra counter terrorism patrols and supporting Boroughs through the use of Diplomatic Protection Group mobile units.

SO17 Palace Of Westminster

SO17 fall slightly below target responding to personal attack and intruder alarm activations. Of the 5 not responded to within 3 minutes so far this year: 4 were intruder alarms - which were all dealt with within 6 minutes - and the other a personal attack (PAB) alarm - dealt with in just over 6 minutes. All 5 were in remote locations, activated by faults or work conducted by contractors. SO17 examine all the circumstances surrounding such activations with the aim of implementing the lessons learnt.

No weapons have so far this year been seized at Strangers' Gallery.

3 Policy Support

SO19 Force Firearms Unit

The Directed Patrol Target of 61% became effective from April 2003. In April SO19 achieved 56% and in May the figure achieved was 53%. The number of Armed Response Vehicle (ARV) calls has been steadily increasing with a significant increase in May with these calls being in more geographically diverse areas other than just on the Hotspot Boroughs. Consequently the ARV's assigned to Directed Patrol Boroughs have had to travel to these calls and thus have been away from their Directed Patrol Areas. In order to counteract this problem, two additional ARV's have been geographically deployed to the East and West of the MPS Area. This will enable the Directed Patrol ARV's to spend more time on their designated areas and thus achieve the set targets. This situation will be closely monitored and appropriate action taken to address any shortfalls.

SOID Heathrow

Heathrow has no recorded terrorist incidents since March 1994 and continues to adopt the appropriate security measures to combat any perceived threat.

4 Special Branch

SO12

SO12 has maintained its strong performance exceeding both its remaining High Level Indicators. A Year To Date figure has not been included for Operations against Priority Targets, this is to reduce double counting as operations may overlap two or more months; last years figure related to March 2003 only.