

**METROPOLITAN  
POLICE***Working for a safer London***Specialist Operations**

# MPA High Level Indicators

Performance report for the period April to October 2003

Introduction

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
<b>1</b>	<b>Counter Terrorism</b>		
Number of terrorist attacks in London	0	0	0
Percentage of calls to terrorism 'Hotline' answered within target	85%	92%	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%
<b>2</b>	<b>Royalty &amp; Diplomatic Protection Group</b>		
Number of unlawful intrusions to protected secure residence of principle	0	1	0
Percentage of mobile response to diplomatic/ government buildings and residences within 6 mins	85%	96%	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%	55%	74%
Percentage of offensive weapons seized at Strangers Gallery	<5%	1%	1%
<b>3</b>	<b>Policy Support</b>		
Percentage of time spent on directed patrol	61%	55%	60%
Satisfaction rate for SO19 firearms training	80%	N/A	86%
Number of terrorist attacks on Heathrow	0	0	0
<b>4</b>	<b>Special Branch</b>		
Percentage of all national security vetting requests entered within 7 working days	90%	100%	100%
Percentage of Priority Operations of Total Operations	70%	90% (Oct)	83% (Mar)
<b>5</b>	<b>National Identification Service</b>		
Percentage of criminal record enquiries for MPS within 10 days	90%	96%	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%	85%	77%

## Specialist Operations MPA High Level Indicators

Apr    May    Jun    Jul    Aug    Sep    Oct    YTD    2002-2003

### 1 Counter Terrorism

<b>SO13</b>	<b>Securing the Capital against terrorism</b>	Target: 0 terrorist attacks in London								
	Number of Terrorist Attacks recorded in London	0	0	0	0	0	0	0	0	
<b>SO13</b>	<b>To prevent and disrupt terrorist activity</b>	Target: 85% of Hotline calls to be answered within set time.								
	No. of Hotline Calls	418	337	216	556	594	689	560	3,370	3,442
	Answered within set time	368	280	184	511	552	655	549	3,099	3,085
	Performance against Target	88%	83%	85%	92%	93%	95%	98%	92%	90%
<b>SO13</b>	<b>To prevent and disrupt terrorist activity</b>	Target: 95% of the time Explosives Officer to attend Improvised Explosive Device calls within set time.								
	NO. of IED calls	62	43	24	30	35	35	28	257	485
	Responded to within set time	62	43	24	30	35	35	28	257	476
	Performance against Target	100%	100%	100%	100%	100%	100%	100%	100%	98%
<b>SO13</b>	<b>To prevent and disrupt terrorist activity</b>	Target: 95% of the time Explosives Officer to attend Conventional Munitions Disposal calls within set time.								
	NO. of CMD calls	14	22	24	13	6	12	19	110	174
	Responded to within set time	14	22	24	13	6	12	19	110	169
	Performance against Target	100%	100%	100%	100%	100%	100%	100%	100%	97%

### 2 Royalty, Diplomatic & Palace of Westminster Protection Group

<b>SO14</b>	<b>To prevent and disrupt terrorist activity</b>	Target: 0 unlawful intrusions to protected secure residence of principle								
	No. of unlawful intrusions	0	0	1	0	0	0	0	1	0
<b>SO16</b>	<b>To maintain an effective response to suspected and actual terrorist incidents</b>	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	191	231	195	252	283	185	255	1,592	749
	Response within 6 minutes	179	224	191	238	274	168	248	1,522	605
	Performance against Target	94%	97%	98%	94%	97%	91%	97%	96%	81%
<b>SO16</b>	<b>To prevent and disrupt terrorist activity</b>	Target: 100% provision of armed protection to Ceremonial & State events / residences of visiting Heads of State								
	Requests received	32	59	65	101	15	62	72	406	218
	Provision of armed security	32	59	65	101	15	62	72	406	218
	Performance against Target	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>SO17</b>	<b>To maintain an effective response to suspected and actual terrorist incidents</b>	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	7	11	8	13	32	86	137
	Responded to within 3 minutes	5	5	5	6	2	5	19	47	102
	Performance against Target	71%	63%	71%	55%	25%	38%	59%	55%	74%
<b>SO17</b>	<b>To prevent and disrupt terrorist activity</b>	Target: Monthly seizures at Stranger's Galleries not to exceed 5% of total seized on the Estate.								
	Total weapons seized	20	24	27	42	52	36	34	235	332
	Seized at Strangers Galleries	0	0	0	0	0	0	3	3	3
	Performance against Target	0%	0%	0%	0%	0%	0%	9%	1%	1%

## Specialist Operations MPA High Level Indicators

2002-2003

Apr    May    Jun    Jul    Aug    Sep    Oct    YTD

### 3 Policy Support

<b>SO19</b>	<b>To increase visible police presence</b>	Target: 61% of ARV to be spent on Directed Patrol								
	Time spent on Directed Patrol	56%	53%	61%	45%	61%	54%	57%	55%	60%
<b>SO19</b>	<b>To maintain an effective response to suspected and actual terrorist incidents</b>	Target: 80% satisfaction rate for SO19 firearms training								
	Yes (positive responses)	1,067	1,833	4379	1671	1328	1855	2296	12,133	3,430
	No (negative responses)	50	68	0	33	22	31	46	204	52
	Not Applicable / Omitted	67	147	433	132	78	130	154	987	528
	Performance against Target	90%	90%	91%	91%	93%	92%	92%	91%	86%
<b>SO1D</b>	<b>Securing the capital against Terrorism</b>	Target 0 terrorist attacks on Heathrow								
	No of terrorist attacks on Heathrow	0	0	0	0	0	0	0	0	0

### 4 Special Branch

<b>SO12</b>	<b>To prevent and disrupt terrorist activity</b>	Target: 90% of CTC, SC & DV clearances entered within 7 working days.								
	Requests received	1,079	962	753	980	800	1,116	805	6,495	8,059
	Commenced within 7 days	1,079	962	753	980	800	1,116	805	6,495	8,059
	Performance against Target	100%	100%	100%	100%	100%	100%	100%	100%	100%
<b>SO12</b>	<b>To prevent and disrupt terrorist activity</b>	Target: 70% of Special Branch Operations to be against Priority Targets								
	Total No. of Operations	90	94	79	79	89	95	105		82
	No. Priority Operations	68	67	55	58	78	85	95		68
	Performance against Target	76%	71%	70%	73%	88%	89%	90%		83% <sub>(Mar)</sub>

### 5 National Identification Service

<b>SO4</b>	<b>To improve the protection and safety of children including victim care, investigation and partnership working.</b>	Target: 90% of Criminal Record Bureau checks to be completed within 10 working days								
	<u>Character Enquiries</u>									
	Applications received	39,531	21,010	32,032	44,752	26,219	32,790	46,362	242,696	232,363
	Completed within 10 working days	32,020	20,380	31,391	43,857	25,957	32,462	45,898	231,965	104,041
	Performance against Target	81%	97%	98%	98%	99%	99%	99%	96%	45%
<b>SO4</b>	<b>To prevent and disrupt terrorist activity</b>	Target 80% of National Security Vetting enquiries to be completed within 5 working days								
	<u>Vetting</u>									
	Applications received	17,235	12,230	10,865	12,493	8,993	10,740	15,382	87,938	210,283
	Completed within 5 working days	17,235	12,230	10,865	12,493	8,993	10,740	15,381	87,937	162,589
	Performance against Target	100%	100%	100%	100%	100%	100%	100%	100%	77%
<b>SO4</b>	<b>To reduce incidence of street crime and burglary</b>	Target: 80% of search requests from UK forces to be completed within 2 working days								
	<u>Method Index</u>									
	Requests received	676	491	511	628	533	541	664	3,380	7,720
	Completed within 5 working days	521	363	439	571	501	471	564	2,866	5,981
	Performance against Target	77%	74%	86%	91%	94%	87%	85%	85%	77%

# Specialist Operations Comments

## 1 Counter Terrorism

SO13

For the planning year 2003/04 to date SO13 has maintained its strong performance from 2002/03, meeting or exceeding targets on all of its High Level Indicators.

There was a performance slippage for answering the Terrorism Hotline during May due to a high number of nuisance calls received from a disturbed individual.

Since July the number of calls received from the public has risen sharply, levelling off in September/October, at twice the level seen earlier this year.

## 2 Royalty, Diplomatic & Palace of Westminster Protection Group

SO14 Royalty Protection

An illegal intrusion into Windsor Castle in June has resulted in an independent review of Palace security.

SO16 Diplomatic Protection Group

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

It is now possible to differentiate SO16 6 minute response target calls from other "I" calls and the data has been reworked accordingly. After 7 months of this financial year, the number of calls to Embassy Warning System (EWS) alarms is more than double that for the whole of 2002-3. This is believed to be the result of enhancements made to the data collection methods used by switching from manual to computer based incident recording.

There is 100% provision of armed security to Palace of Westminster and Ceremonial & State events. These tend to take place in June (Trooping the Colour & Beating the Retreat) and November (Festival of Remembrance, Remembrance Sunday, State opening of Parliament & Allied Jewish Ex-Servicemen parade). In addition SO16 is heavily committed to guarding visiting heads of state and others.

SO17 Palace Of Westminster

SO17 is actively monitoring the effectiveness of staff response to alarm activations as part of a wider review of alarm systems across the parliamentary estate. The consistent failure of staff to achieve the 3 minute response in 90% of cases has led to a review of the patrol strategy.

The Alarm Review Working Party will present a number of recommendations to the SMT by mid-December 2003 regarding the future procedures that should be considered to ensure that all alarm activations are responded to appropriately. These recommendations will include such things as:

- 1) the response time targets
- 2) the staffing of the Control Room
- 3) improved availability of details of each alarm.

The offensive weapons seized at Strangers' Gallery in October 2003 consisted of a lock knife and two CS spray cans. The two sprays were seized from female foreign tourists. In some countries women carry these legitimately for personal protection and they do not realise that they are illegal in the UK. The 3 weapons identified in a single month at Strangers' Gallery, led to the target being exceeded that month. It should be noted that the overall performance for the seven months from April 2003 has seen the overall objective being achieved.

## 3 Policy Support

SO19 Force Firearms Unit

SO19 ARVs are deployed to Directed Patrol Boroughs which have been identified through intelligence as 'gun crime hot spots'. Gun crime intelligence is continuously reviewed to ensure that resources are focused onto the critical Boroughs. It has proved difficult to produce accurate statistics regarding the activity of ARVs, this will be resolved with the roll-out of Mobile Data Terminals.

In the YTD satisfaction rates for SO19 courses achieved an average of 91%. SO19 provides a variety of types of firearms course ranging from police recruit familiarisation to Tactical Advisor training.

SOID Heathrow

The last incident of terrorism at Heathrow was in March 1994. Heathrow OCU continues to develop and practice contingency responses to terrorism at the Airport.

## Specialist Operations Comments

### 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.

### 5 National Identification Service

SO4

Performance for all three SO4 High Level Indicators has improved since they were last reported. The Character Enquiries unit is now handling c. 10,000 Enhanced checks each week for the Criminal Records Bureau (CRB). Performance on turnaround times is substantially better than target, currently 90% of checks are being returned within 5 working days - although this varies with the level of incoming work. The costs of the unit are fully re-imbursed by the CRB. National Security Vetting is performing at 100%, comfortably exceeding the target although volumes are currently roughly half what they were in 2002-3. Method Index has shown improvement on performance reported for 2002/03 (74%) and now operates at above target levels (YTD 85%) on volumes which have reduced by about 25% on comparable 2002-3 levels. However, the mix of requests and a new prioritisation methodology has led to more complicated and longer searches receiving a higher priority in order to provide a service which meets the Priorities of the MPS - to reduce the incidence of street crime and burglary (Objectives 2 & 3).