Community Police Consultative Group for Lambeth

Monthly Police Report

April 2006

(Up to and Including February Data)

The CPCG report will be produced on a Monthly basis by the Lambeth Police Performance & Review Unit

Not Protectively Marked

CPCG Lambeth

Protective Marking	Not Protectively Marked
FOIA Exemption	None
Publication Scheme	No
Title and Version	Lambeth Community and Police Consultative Group Monthly Report
Purpose	To Inform Relevant Staff and Community of Performance
Relevant To	All Staff on Lambeth BOCU and community members
Author and warrant / pay number	Trevor Peplow PC 394 LX
OCU / Branch / Unit	Lambeth Police Performance and Review Unit @ Frank O'Neill House
Summary	Report is produced on a monthly basis
Date Created	20 March 2006
Review Date	Monthly as Required

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LAMBETH BOROUGH

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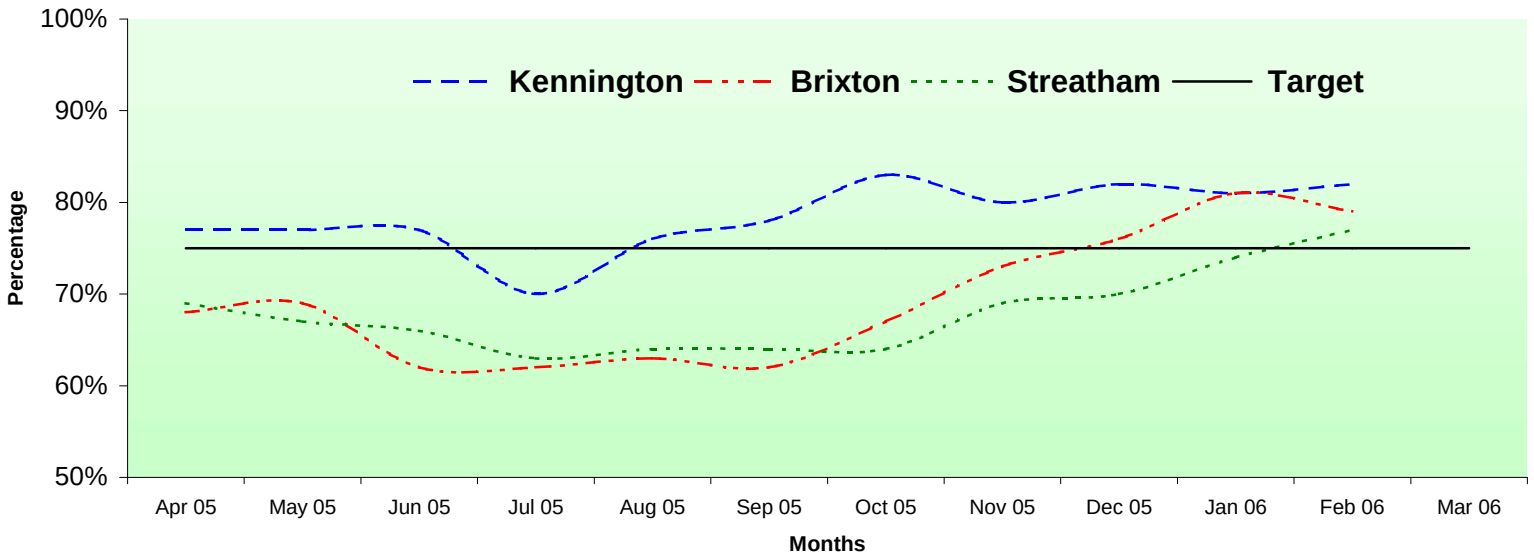
Stops Data to be part of report on a Quarterly basis (April 2006)

CAD Achievement Trends

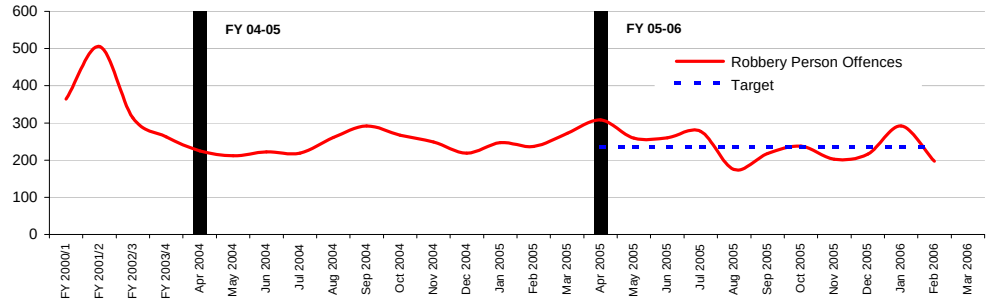
Call Type	Sector / Month	Apr 2005	May 2005	Jun 2005	Jul 2005	Aug 2005	Sep 2005	Oct 2005	Nov 2005	Dec 2005	Jan 2006	Feb 2006	Mar 2006
I CALLS	Kennington	77%	77%	77%	70%	76%	78%	83%	80%	82%	81%	82%	
	Kennington Average YTD	**78%**	**78%**	**78%**	**78%**	**78%**	**78%**	**78%**	**78%**	**78%**	**78%**	**78%**	
	Brixton	68%	69%	62%	62%	63%	62%	67%	73%	76%	81%	79%	
	Brixton Average YTD	**69%**	**69%**	**69%**	**69%**	**69%**	**69%**	**69%**	**69%**	**69%**	**69%**	**69%**	
	Streatham	69%	67%	66%	63%	64%	64%	64%	69%	70%	74%	77%	
	Streatham Average YTD	**68%**	**68%**	**68%**	**68%**	**68%**	**68%**	**68%**	**68%**	**68%**	**68%**	**68%**	
	Borough Average p/m	**71%**	**71%**	**68%**	**65%**	**68%**	**68%**	**71%**	**74%**	**76%**	**79%**	**79%**	**0%**
	Borough Average YTD	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	**72%**	

CAD Achievements for Lambeth SubCommands



Community Police
Consultative Group for Lambeth-Monthly Report

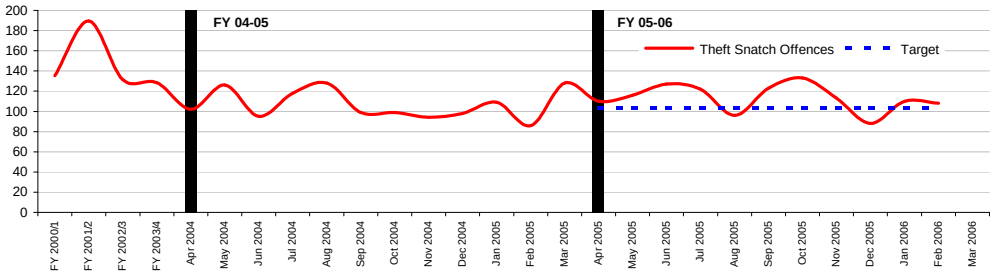
Robbery Person Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	0% Down	**Monthly Average:**	240
		Target Offences (Monthly):	236.2
Current Detection Rate FYTD:	11% (Up from 11%)	**Sanct Detections Target**	13%
Current SD Rate FYTD:	9% (Up from 8%)	**Detections Target:**	0%

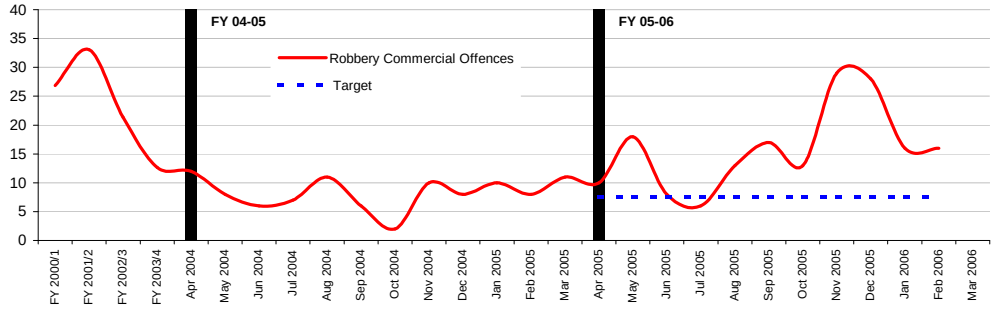
Theft Snatch Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	8% Up	**Monthly Average:**	113
		Target Offences (Monthly):	103.6
Current Detection Rate FYTD:	3% (Down from 4%)	**Sanct Detections Target**	13%
Current SD Rate FYTD:	2% (Down from 3%)	**Detections Target:**	0%

Robbery Commercial Offences

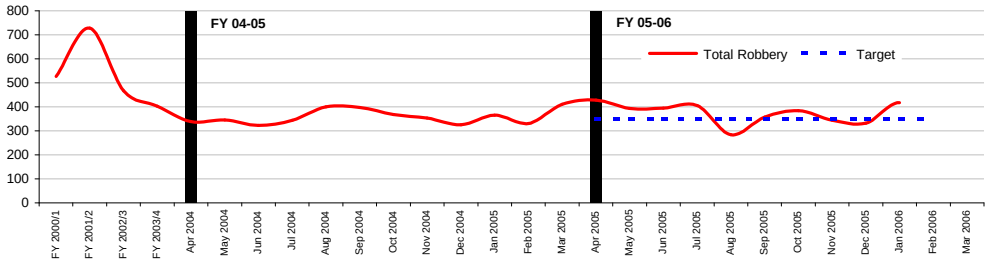


Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	98% Up	**Monthly Average:**	16
		Target Offences (Monthly):	7.5
Current Detection Rate FYTD:	20% (Down from 36%)	**Sanct Detections Target**	13%
Current SD Rate FYTD:	19% (Down from 33%)	**Detections Target:**	0%

Community Police
Consultative Group for Lambeth-Monthly Report

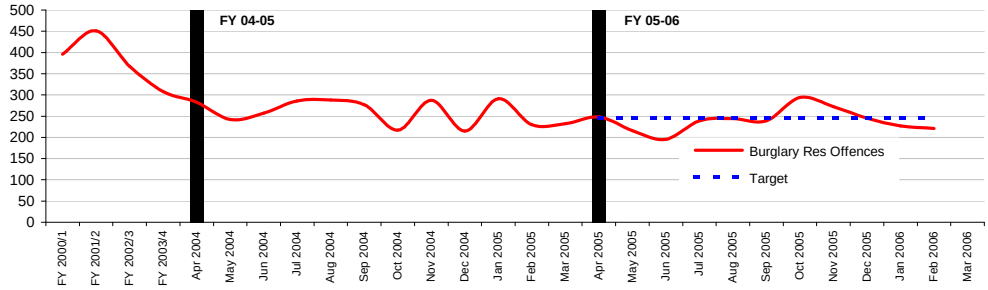
Total Robbery Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	4% Up	**Monthly Average:**	369
		Target (Monthly):	347.8
Current Detection Rate FYTD:	9% (Down from 10%)	**Detections Target:**	0%
Current SD Rate FYTD:	8% (Up from 7%)	**Sanct Detect Target**	13%

Burglary Res Offences

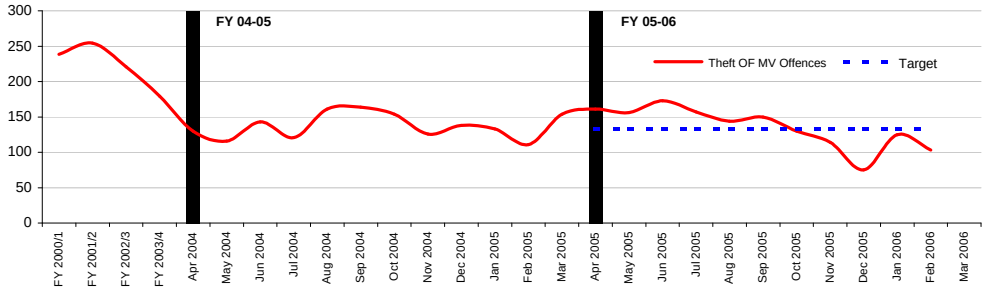


Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	-8% Down	**Monthly Average:**	240
		Target (Monthly):	245.8
Current Detection Rate FYTD:	19% (Up from 14%)	**Detections Target:**	0%
Current SD Rate FYTD:	18% (Up from 12%)	**Sanct Detect Target:**	14%

Community Police
Consultative Group for Lambeth-Monthly Report

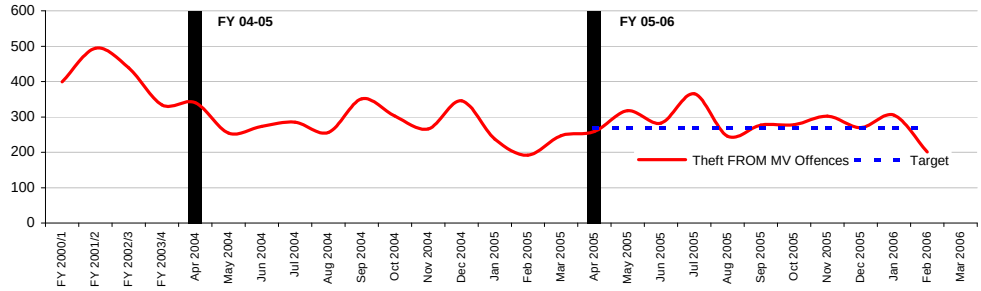
Theft OF MV Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	-1% Down	**Monthly Average:**	135
		Target (Monthly):	133.5
Current Detection Rate FYTD:	9% (Up from 8%)	**Detections Target:**	0%
Current SD Rate FYTD:	7% (Up from 6%)	**Sanct Detect Target:**	7%

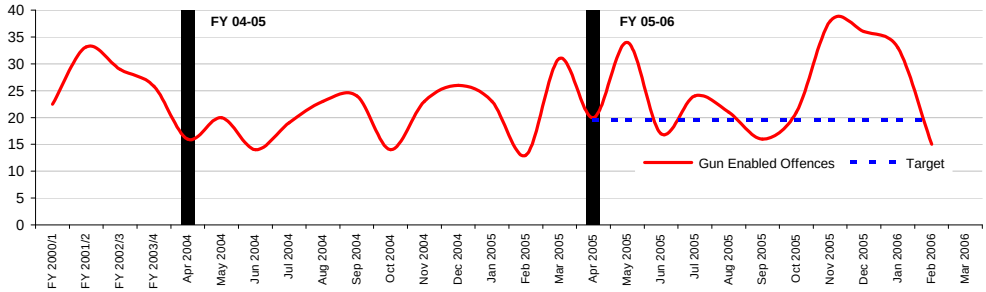
Theft FROM MV Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	0% Up	**Monthly Average:**	282
		Target (Monthly):	267.9
Current Detection Rate FYTD:	3% (Up from 1%)	**Detections Target:**	0%
Current SD Rate FYTD:	3% (Up from 1%)	**Sanct Detect Target:**	5%

Gun Enabled Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	28% Up	**Monthly Average:**	25
		Target (Monthly):	19.5
Current Detection Rate FYTD:	14% (Down from 29%)	**Detections Target:**	0%
Current SD Rate FYTD:	13% (Down from 25%)	**Sanct Detect Target:**	25%

Community Police
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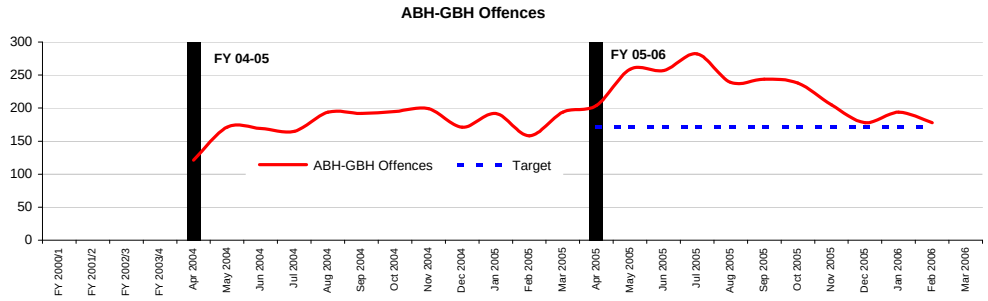
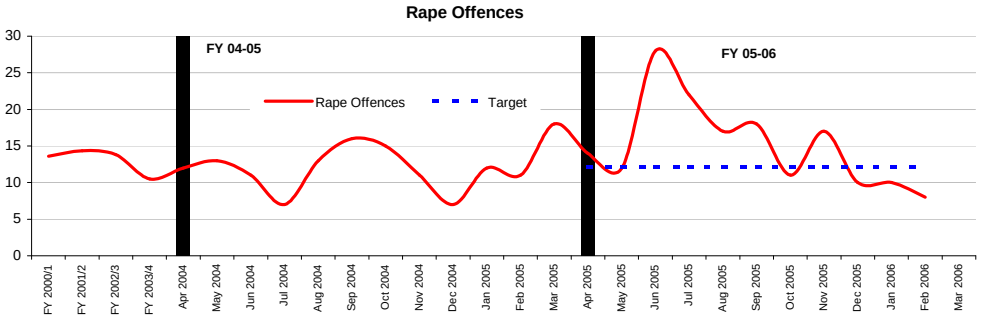


Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	29% Up	**Monthly Average:**	225
		Target (Monthly):	171.4
Current Detection Rate FYTD:	0% (Down from 0%)	**Detections Target:**	0%
Current SD Rate FYTD:	14% (Up from 13%)	**Sanct Detect Target:**	15%



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	30% Up	**Monthly Average:**	15
		Target (Monthly):	12.2
Current Detection Rate FYTD:	36% (Down from 42%)	**Detections Target:**	35%
Current SD Rate FYTD:	30% (Up from 23%)	**Sanct Detect Target:**	25%

Community Police
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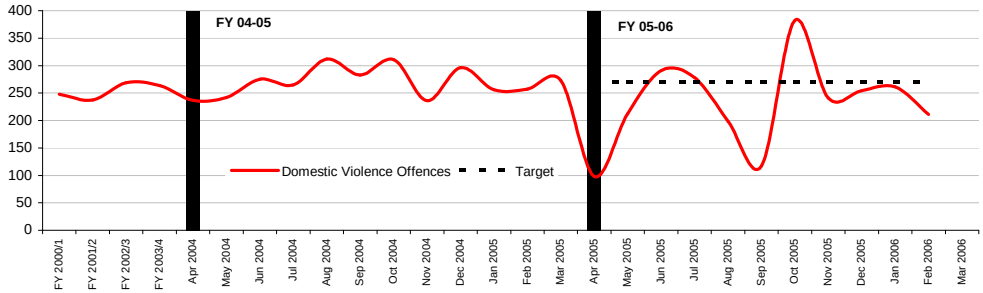
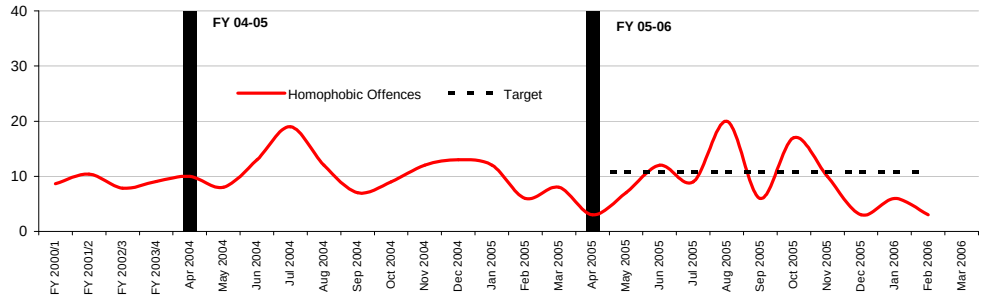
Domestic Violence Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	-14% Down	**Monthly Average:**	231
		Target (Monthly):	270.3
Current Detection Rate FYTD:	68% (Up from 49%)	**Detections Target:**	60%
Current SD Rate FYTD:	27% (Up from 16%)	**Sanct Detect Target:**	27%

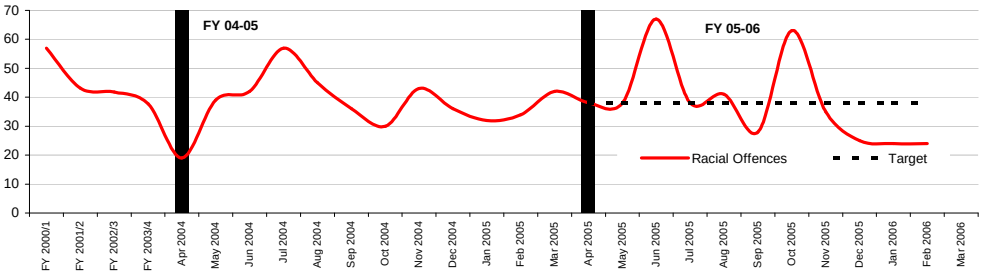
Homophobic Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	-21% Down	**Monthly Average:**	9
		Target (Monthly):	10.8
Current Detection Rate FYTD:	38% (Up from 23%)	**Detections Target:**	35%
Current SD Rate FYTD:	24% (Up from 17%)	**Sanct Detect Target:**	20%

Racial Offences



Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	2% Up	**Monthly Average:**	38
		Target (Monthly):	37.9
Current Detection Rate FYTD:	34% (Up from 33%)	**Detections Target:**	35%
Current SD Rate FYTD:	25% (Up from 25%)	**Sanct Detect Target:**	22%

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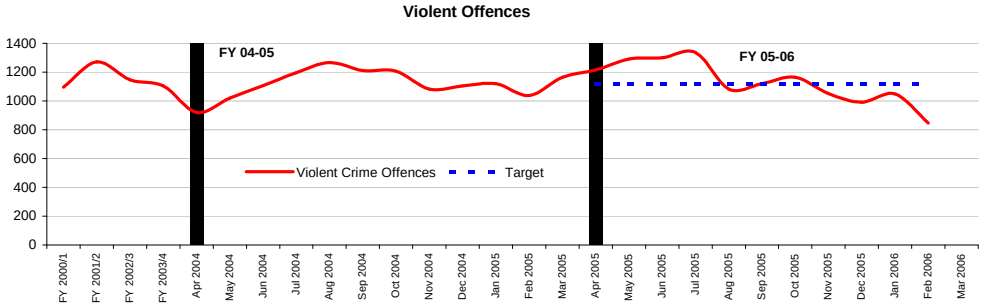
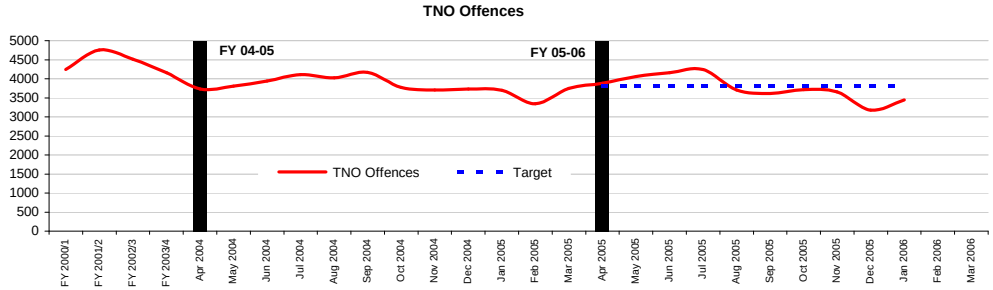


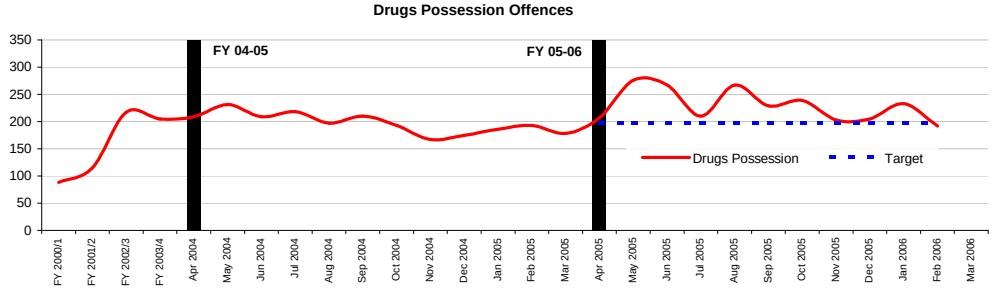
Financial Year to Date Compared to Same Period in last Financial Year

Current Offences FYTD:	1% Up	**Monthly Average:**	1132
		Target (Monthly):	1119.7
Current Detection Rate FYTD:	39% (Up from 34%)	**Detections Target:**	0%
Current SD Rate FYTD:	23% (Up from 21%)	**Sanct Detect Target:**	0%



Financial Year to Date Compared to Same Period in last Financial Year

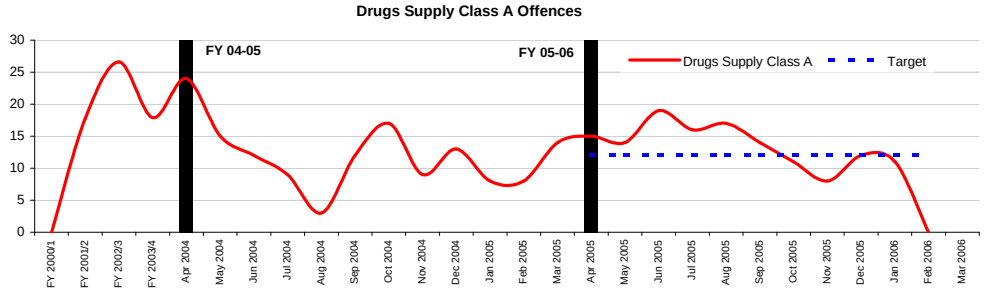
Current Offences FYTD:	-3% Down	**Monthly Average:**	3766
		Target (Monthly):	3815.3
Current Detection Rate FYTD:	26% (Up from 22%)	**Detections Target:**	0%
Current SD Rate FYTD:	19% (Up from 17%)	**Sanct Detect Target:**	17%



Financial Year to Date Compared to Same Period in last Financial Year

Possession

Current Offences FYTD:	16% Up	**Monthly Average:**	230
		Target (Monthly):	197.2
Current Detection Rate FYTD:	92% (Down from 93%)	**Detections Target:**	0%
Current SD Rate FYTD:	90% (Down from 91%)	**Sanct Detect Target:**	0%



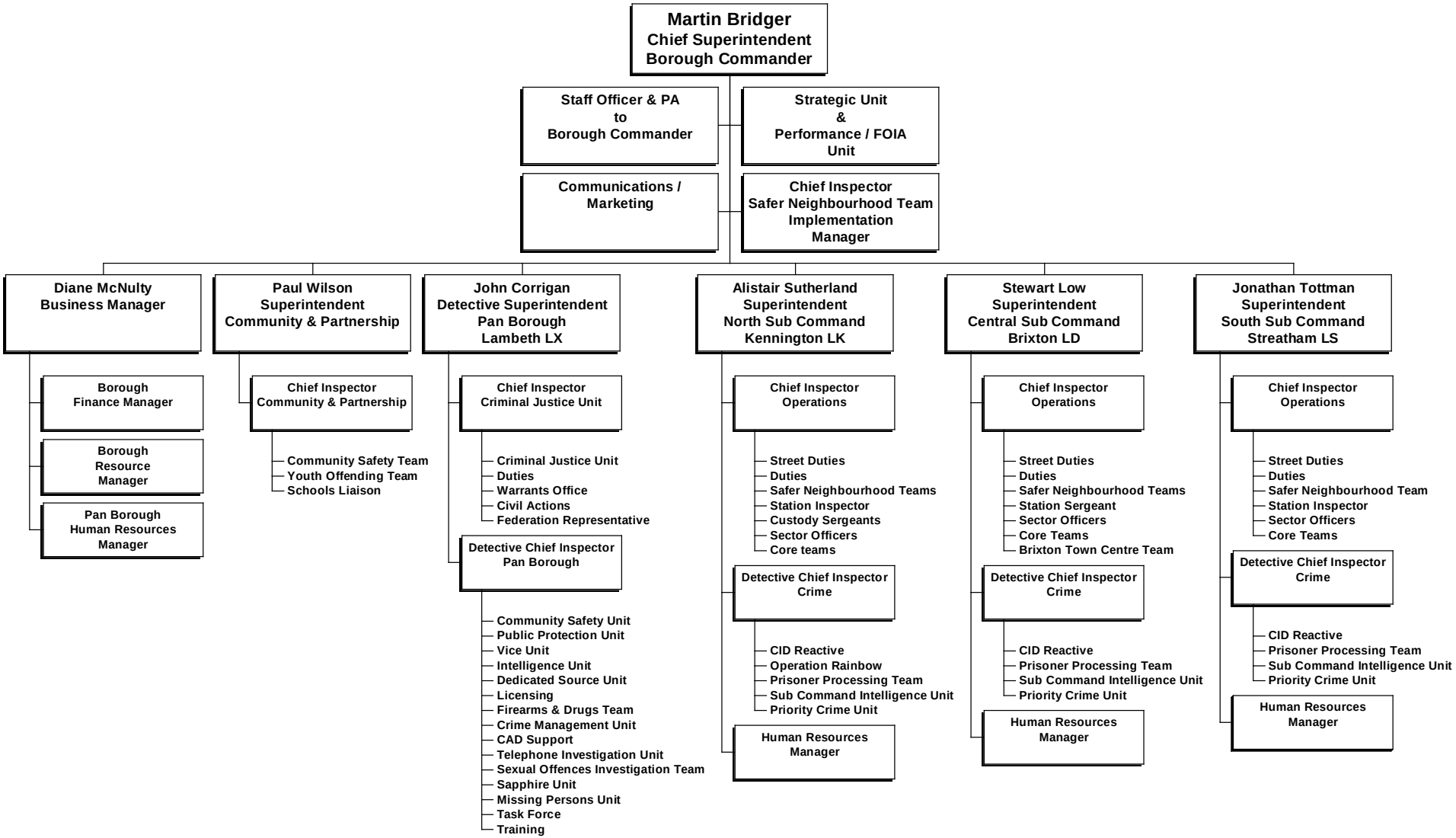
Financial Year to Date Compared to Same Period in last Financial Year

Supply

Current Offences FYTD:	5% Up	**Monthly Average:**	12
		Target (Monthly):	12.0
Current Detection Rate FYTD:	NA	**Detections Target:**	0%
Current SD Rate FYTD:	82% (Down from 87%)	**Sanct Detect Target:**	0%

Source: PIB

Lambeth Borough Police Structure



Abstractions per Month

2005 - 2006

	Brixton			Kennington			Streatham			Totals		
Date	Insp	PS	PC	Insp	PS	PC	Insp	PS	PC	Insp	PS	PC
April	4	20	154	3	21	158	2	14	114	9	55	426
May	3	29	146	4	22	147	6	16	117	13	67	410
June	2	18	128	2	22	135	3	16	100	7	56	363
July	14	70	492	14	83	506	13	53	387	41	206	1385
August	19	65	508	16	62	468	18	47	399	53	174	1375
September	7	56	267	5	47	300	8	34	218	20	137	785
October	6	20	125	2	17	158	1	6	46	9	43	329
November	10	36	210	8	28	240	9	20	122	27	84	572
December	6	30	170	9	23	190	9	19	126	24	72	486
January	4	18	102	2	14	114	5	10	79	11	42	295
February	4	21	119	4	7	89	1	14	102	9	42	310

Lambeth Crime Table FY 2005-2006

February 2006

	Offences		Sanctioned Detections				Non-Sanctioned Detections				Detections & Detection Rate				Persons Accused	
	MPS Total	Lambeth	MPS Total		Lambeth		MPS Total		Lambeth		MPS Total		Lambeth		MPS Total	Lambeth
Violence Against the Person	**13695**	**576**	**4022**	**29.37%**	**151**	**26.22%**	**2228**	**16.27%**	**128**	**22.22%**	**6250**	**45.64%**	**279**	**48.44%**	**2659**	**89**
Murder	15	2	12	80.00%	2	100.00%	0	0.00%	0	0.00%	12	80.00%	2	100.00%	15	2
GBH	329	14	130	39.51%	5	35.71%	19	5.78%	3	21.43%	149	45.29%	8	57.14%	97	5
ABH	5392	274	1318	24.44%	55	20.07%	987	18.30%	78	28.47%	2305	42.75%	133	48.54%	915	36
Common Assault	3451	118	530	15.36%	15	12.71%	754	21.85%	29	24.58%	1284	37.21%	44	37.29%	308	4
Offensive Weapon	546	36	496	90.84%	18	50.00%	24	4.40%	4	11.11%	520	95.24%	22	61.11%	364	11
Harassment	3224	91	1170	36.29%	32	35.16%	335	10.39%	9	9.89%	1505	46.68%	41	45.05%	773	22
Other Violence	738	41	366	49.59%	24	58.54%	109	14.77%	5	12.20%	475	64.36%	29	70.73%	187	9
Sexual Offences	**767**	**58**	**264**	**34.42%**	**39**	**67.24%**	**27**	**3.52%**	**1**	**1.72%**	**291**	**37.94%**	**40**	**68.97%**	**191**	**30**
Rape	180	8	50	27.78%	1	12.50%	10	5.56%	1	12.50%	60	33.33%	2	25.00%	43	1
Other Sexual	587	50	214	36.46%	38	76.00%	17	2.90%	0	0.00%	231	39.35%	38	76.00%	148	29
Robbery	**3553**	**213**	**517**	**14.55%**	**26**	**12.21%**	**19**	**0.53%**	**4**	**1.88%**	**536**	**15.09%**	**30**	**14.08%**	**441**	**24**
Personal Property	3303	197	461	13.96%	22	11.17%	19	0.58%	4	2.03%	480	14.53%	26	13.20%	373	23
Business Property	250	16	56	22.40%	4	25.00%	0	0.00%	0	0.00%	56	22.40%	4	25.00%	68	1
Burglary	**7742**	**289**	**1376**	**17.77%**	**39**	**13.49%**	**44**	**0.57%**	**7**	**2.42%**	**1420**	**18.34%**	**46**	**15.92%**	**516**	**30**
Burglary in a Dwelling	5022	221	988	19.67%	15	6.79%	26	0.52%	3	1.36%	1014	20.19%	18	8.14%	310	7
Burglary in Other Buildings	2720	68	388	14.26%	24	35.29%	18	0.66%	4	5.88%	406	14.93%	28	41.18%	206	23
Theft and Handling	**29390**	**1077**	**3485**	**11.86%**	**79**	**7.34%**	**449**	**1.53%**	**25**	**2.32%**	**3934**	**13.39%**	**104**	**9.66%**	**2108**	**65**
Motor Vehicle Crime	**10869**	**304**	**1082**	**9.95%**	**21**	**6.91%**	**64**	**0.59%**	**7**	**2.30%**	**1146**	**10.54%**	**28**	**9.21%**	**311**	**21**
Theft/Taking of M/V	3199	103	318	9.94%	6	5.83%	23	0.72%	0	0.00%	341	10.66%	6	5.83%	175	6
Theft from a Vehicle	7670	201	764	9.96%	15	7.46%	41	0.53%	7	3.48%	805	10.50%	22	10.95%	136	15
M/V Interference & Tampering	226	3	21	9.29%	0	0.00%	0	0.00%	0	0.00%	21	9.29%	0	0.00%	12	0
Theft from Person	**3200**	**192**	**84**	**2.63%**	**6**	**3.13%**	**11**	**0.34%**	**1**	**0.52%**	**95**	**2.97%**	**7**	**3.65%**	**89**	**4**
Snatches	1110	108	42	3.78%	6	5.56%	6	0.54%	0	0.00%	48	4.32%	6	5.56%	48	2
Picking Pockets etc	2090	84	42	2.01%	0	0.00%	5	0.24%	1	1.19%	47	2.25%	1	1.19%	41	2
Theft from Shops	3179	63	1696	53.35%	29	46.03%	281	8.84%	10	15.87%	1977	62.19%	39	61.90%	1271	24
Theft/Taking of Pedal Cycles	1017	58	46	4.52%	1	1.72%	4	0.39%	0	0.00%	50	4.92%	1	1.72%	24	1
Other Theft	10753	454	409	3.80%	17	3.74%	84	0.78%	6	1.32%	493	4.58%	23	5.07%	300	12
Handling Stolen Goods	146	3	147	100.68%	5	166.67%	5	3.42%	1	33.33%	152	104.11%	6	200.00%	101	3
Fraud or Forgery	**3464**	**97**	**481**	**13.89%**	**26**	**26.80%**	**48**	**1.39%**	**3**	**3.09%**	**529**	**15.27%**	**29**	**29.90%**	**347**	**27**
Counted per Victim	3234	91	347	10.73%	16	17.58%	44	1.36%	2	2.20%	391	12.09%	18	19.78%	265	17
M/V Interference & Tampering	230	6	134	58.26%	10	166.67%	4	1.74%	1	16.67%	138	60.00%	11	183.33%	82	10
Criminal Damage	**8937**	**338**	**1154**	**12.91%**	**43**	**12.72%**	**405**	**4.53%**	**21**	**6.21%**	**1559**	**17.44%**	**64**	**18.93%**	**786**	**26**
Criminal Damage to a Dwelling	2183	123	271	12.41%	13	10.57%	173	7.92%	9	7.32%	444	20.34%	22	17.89%	200	7
Criminal Damage to Other Bldg	1110		253	22.79%	6	15.79%	49	4.41%	1	2.63%	302	27.21%	7	18.42%	164	6
Criminal Damage to M/V	4333	138	336	7.75%	17	12.32%	74	1.71%	4	2.90%	410	9.46%	21	15.22%	229	11
Other Criminal Damage	1311	39	294	22.43%	7	17.95%	109	8.31%	7	17.95%	403	30.74%	14	35.90%	193	2
Drugs	**3879**	**225**	**3877**	**99.95%**	**236**	**104.89%**	**55**	**1.42%**	**5**	**2.22%**	**3932**	**101.37%**	**241**	**107.11%**	**1563**	**117**
Drug Trafficking	399	31	327	81.95%	27	87.10%	2	0.50%	0	0.00%	329	82.46%	27	87.10%	248	23
Possession of Drugs	3466	192	3539	102.11%	208	108.33%	52	1.50%	5	2.60%	3591	103.61%	213	110.94%	1309	94
Other Drug Offences	14	2	11	78.57%	1	50.00%	1	7.14%	0	0.00%	12	85.71%	1	50.00%	6	0
Other Notifiable Offences	**749**	**45**	**453**	**60.48%**	**33**	**73.33%**	**40**	**5.34%**	**3**	**6.67%**	**493**	**65.82%**	**36**	**80.00%**	**333**	**24**
Going Equipped	61	7	62	101.64%	4	57.14%	2	3.28%	0	0.00%	64	104.92%	4	57.14%	42	3
Other Notifiable	688	38	391	56.83%	29	76.32%	38	5.52%	3	7.89%	429	62.35%	32	84.21%	291	21
TOTAL NOTIFIABLE OFFENCES	**72176**	**2918**	**15629**	**21.65%**	**672**	**23.03%**	**3315**	**4.59%**	**197**	**6.75%**	**18944**	**26.25%**	**869**	**29.78%**	**8944**	**432**

Sanction Detections = charge, caution, summon, TICs & FPNs, cannabis warning
Non Sanctioned Detections = authority detections
Detections = Sanction Detections & Non Sanction Detections

*Motor Vehicle Crime = theft/taking of M/V + theft from a vehicle
**Theft Person = snatches + picking pockets

Glossary

‘Sanctioned’ and ‘Non Sanctioned’ Detection Definitions

A ‘Sanctioned’ Detection is where an allegation has resulted in either a charge, a summons, a caution, a formal warning, a youth reprimand or an offence being taken into consideration i.e. in addition to the charge for which the person is before a court, other offences can be admitted by the defendant and the court asked to take these offences into consideration in passing sentence.

A ‘Non-Sanctioned’ Detection is where a crime has been committed and recorded and:

A suspect has been identified and interviewed by a police officer or, if an interview is not necessary to determine guilt, had at least been informed that the offence has been detected.
There must be sufficient evidence to charge the suspect with the crime.
If the victim subsequently refuses to give evidence, then a reason for this decision has been documented.
In the case where there is an identifiable victim, the victim must have been informed that the crime has been detected or in the case of a child, the parent or guardian has been informed.

Total Robbery

Combination of Robbery and Theft-Snatch

Robbery

Theft where force or threat of force is made to a person at the time or immediately before in order to steal

Theft - Snatch

Theft where force is applied to the object carried by a person ie snatching an handbag or phone from a person

Motor Vehicle Crime

Combination of theft from vehicles or taking of vehicles with the owners consent or theft of a motor vehicle

Gun Enabled Crime

A crime which is a specific listed offence ie assaults, thefts or sexual offences whilst in possession of a firearm or imitation firearm and the firearm has been seen or used

ABH

Assault where cuts bruises and other types of minor injuries are sustained

GBH

Serious assault resulting in permanent injury broken bones

TNO Total Notifiable Offences

All notifiable offences which are recorded by police and a crime report is generated

I-Call

Police graded response to a call received in the Police Control Room. Immediate response within 12mins. For incidents where a suspect is still on scene/nearby or immediate danger is perceived

CAD

Computer aided disptach which is the compter system used within Metropolitan Police Control rooms to record incidents

METROPOLITAN POLICE
Working together for a safer London

Lambeth Borough

LAMBETH COMMUNITY POLICE CONSULTATIVE GROUP

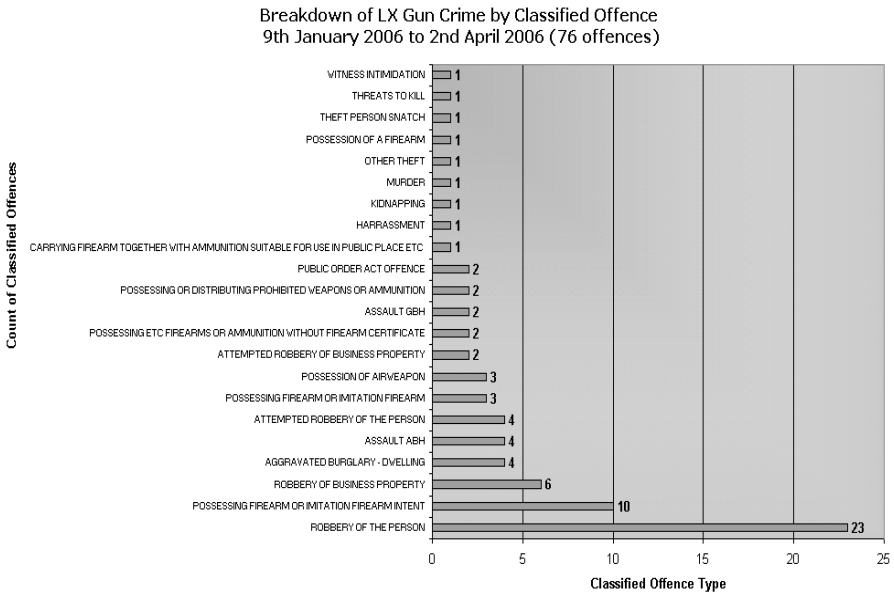
Martin Bridger
Borough Commander

4th April 2006

Firearms recovered on Lambeth Feb 05 – Feb 06

Type	Number
HANDGUN	66
AIR WEAPON	51
CHEMICAL SPRAY	43
AMMUNITION	32
BLANK FIRING	18
BB GUN	11
TOY	10
STUN GUN	9
CONVERTED - BLANK FIRING	8
CONVERTED - HANDGUN	5
SHOTGUN	4
PELLET GUN	2
SUBMACHINE GUN	2
CONVERTED-AIR WEAPON	1
CONVERTED-PAINTBALL	1
IMITATION-HANDGUN	1
KEY FOB GUN	1
MACHINE PISTOL	1
OTHER	1
SILENCER	1
UNKNOWN-HANDGUN	1
Grand Total	269

Breakdown of Classified Offences



Lambeth attacks by age group 01/04/2005 – 31/03/2006

AGE RANGE	HARASSMENT - HATE	ASSAULT - CHILD CRUELTY	ASSAULT - COMMON - HATE	ASSAULT - DOG ATTACK	ASSAULT - MURDER	ASSAULT - POISONING	ASSAULT - SEXUAL	ASSAULT -COMMON	ASSAULT WITH INTENT TO ROB	ASSAULT -WOUNDING	ASSAULT-ABDUCTION	HARASSMENT - INDECENT EXPOSUR	HARASSMENT - THREATS TO KILL	HARRASSMENT VICTIM	OTHER	PUBLIC DISORDER	ROBBERY - COMMERCIAL	ROBBERY - PERSONAL	WEAPON OFFENCE	Grand Total
1-4 Years of age	1	30	0	0	0	0	13	24	0	28	0	0	2	2	0	4	1	6		111
13-20 Years of age	14	6	5	5		4	111	400	2	820	4	3	23	61	0	71	9	953	15	2506
21-30 Years of age	52	0	14	2	3	5	119	774	8	1302	0	15	56	111	1	185	83	951	27	3708
31-40 Years of age	56	0	10	6	1	0	66	635	7	1019	0	13	66	120		173	49	425	24	2670
41-50 Years of age	34	0	9	5	2	2	39	353	4	535	0	7	34	77	1	117	50	180	8	1457
5-12 Years of age	4	46	2	6	0	0	50	119	1	138	4	2	6	7	0	21		109	3	518
51-60 Years of age	13	0	3	1	1	0	4	119	2	199	0	1	8	24	0	30	18	81	3	507
61-70 Years of Age	6	0	1	1	0	0	2	47	0	52	0	0	7	14	0	14	6	28	1	179
71-80 Years of age	0	0	0	1	0	0	3	14	0	12	0	0	0	0	0	4	2	16	0	52
81-90 Years of age	0	0	0	0	0	0	0	3	0	6	0	0	0	0	0	2	0	6	0	17
85-90 Years of age	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	2
91-93 Years of age	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	2
Grand Total	180	82	44	27	7	11	407	2488	24	4114	8	41	202	416	2	621	218	2756	81	11729

Murders 2005

Date	Victim	Status
30th January	Joan TYRELL	Husband convicted manslaughter, sentenced to hospital order.
21st February	Justin BERNIER	Arrests made. Enquiries continue.
25th February	Raquel ALVES	One person charged remanded in custody. Trial set 13th March 2006.
7th July	Julian DEGRAFT-HAYFORD	Two persons convicted and given life sentence
1st August	Charles Owusu ANOKYE	4 persons charged and remanded for trial 24th April 2006.
13th November	Aleksandra DRONJAK	1 person charged remanded in custody. Pre case management hearing 10th March 2006.
14th December	Anthony MAY	2 persons charged and remanded in custody trial 28th April 2006

Murders 2006

Date	Victim	Status
9th January	Matthew Roy SMITH	Colmer Road, Streatham – 7 Arrested in relation to the murder , 1 in custody for a related robbery, 1 in custody for an unrelated firearms offence, 1 charged with murder
30th January	Thomas Fahey	Victim shot during an attempted armed robbery 24-06-05. He died as a result of his injuries 30-1-06. Two persons have been arrested and charged with murder and a robbery. Both have been remanded in custody for trial. Date to be fixed
27th January	Michael Gallagher	The victim was stabbed by his neighbour who suffers from mental health problems. Suspect had been arrested and charged with murder and has been remanded in custody, for trial. Date to be fixed.

No Deal 21/02/2006 = 20/03/2006

- 224 stop and accounts
- 179 stop and searches
- 41 arrested of those stopped and searched
- 23% arrest rate
- 135 arrests in total
- 35% of those stopped gave Lambeth addresses
- Majority searched aged 26 – 40 (57%)

Policing Performance Assessment Framework

- In addition to focusing on operational effectiveness,
- Provides measures of satisfaction
- Overall trust and confidence in the police,
- Measures that put performance into context in terms of efficiency and organisational capability.
- To enhance policing accountability at a local level, performance against local priorities is also assessed.

Quality of Service Commitment

- **The standards will cover five key areas:**
- Making it easy to contact the police
- Providing a professional and high-quality service
- Dealing with initial enquiries from the public
- Keeping people informed - only 19% of victims of crime are currently satisfied with follow-up information
- Ensuring the public voice counts – we want to make sure the police listen to views from the public about the service they have received and improve their services as a result