



Strategic Planning & Performance (Police) Committee

Date: MONDAY, 2 JUNE 2025

Time: 11.00 am

Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members:

Jason Groves (Chair)	Michael Mitchell
Melissa Collett	Deputy Benjamin Murphy
Deputy Helen Fentimen OBE JP	Deborah Oliver
Deputy Madush Gupta	Joanna Tufuo Abeyie

Enquiries: Raquel Pinto
Raquel.Pinto@cityoflondon.gov.uk

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<https://www.youtube.com/@CityofLondonCorporation/streams>

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Ian Thomas CBE
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **ELECTION OF DEPUTY CHAIR**

To elect a Deputy Chair in accordance with Standing Order 26 (6).

For Decision

4. **MINUTES**

To agree the public minutes and non-public summary of the meeting held on 11 February 2025.

For Decision
(Pages 5 - 8)

5. **PUBLIC OUTSTANDING REFERENCES**

Joint report of the Town Clerk and Commissioner.

For Information
(Pages 9 - 10)

6. **QUARTERLY HMICFRS INSPECTIONS UPDATE**

Report of the Commissioner.

For Information
(Pages 11 - 14)

7. **POLICING PLAN PERFORMANCE REPORT - Q4 2024/25**

Report of the Commissioner.

For Information
(Pages 15 - 34)

8. **COMMUNITY ENGAGEMENT STRATEGIC PLAN QUARTERLY UPDATE**

Report of the Commissioner.

For Discussion
(Pages 35 - 44)

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

10. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

11. **EXCLUSION OF THE PUBLIC**

MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

For Decision

Part 2 - Non-Public Agenda

12. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 11 February 2025.

For Decision
(Pages 45 - 46)

13. **NON-PUBLIC OUTSTANDING REFERENCES**

Joint report of the Town Clerk and Commissioner.

For Information
(Pages 47 - 48)

14. **OPERATION SWIPE - CITY OF LONDON RESPONSE OF THEFT OF MOBILE PHONES**

Report of the Commissioner.

For Information
(Pages 49 - 62)

15. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

16. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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STRATEGIC PLANNING & PERFORMANCE (POLICE) COMMITTEE

Tuesday, 11 February 2025

Minutes of the meeting of the Strategic Planning & Performance (Police) Committee held
at on Tuesday, 11 February 2025 at 11.00 am

Present

Members:

Jason Groves (Chair)
Deputy James Thomson CBE
Melissa Collett
Helen Fentimen OBE JP

Officers:

Richard Riley CBE	- Town Clerk's Department
Josef Shadwell	- Town Clerk's Department
Charles Smart	- Town Clerk's Department
Kezia Barrass	- Town Clerk's Department

City of London Police:

Paul Betts	- City of London Police
Amanda Horsburgh	- City of London Police
Brett McKenna	- City of London Police
Kate Lloyd	- City of London Police
Megan Cardy	- City of London Police

1. APOLOGIES

Apologies were received from Tijs Broeke, Deborah Oliver and John Griffiths. Andrew Lentin and Joanna Abeyie were observing online.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED, - that the public minutes and non-public summary of the meeting held on 3 December 2024 were approved as an accurate record.

4. PUBLIC OUTSTANDING REFERENCES

Members received a joint report of the Town Clerk and the Commissioner which outlined the public outstanding references.

Members requested that all outstanding references would include deadlines for completion.

RESOLVED, - that the report be noted.

5. **DRAFT POLICING PLAN**

Members received a report of the Commissioner which outlined the draft Policing Plan.

Members suggested that the plan should include the City of London Police contribution to national cyber resilience, information about the impact of policing in the City on businesses and the new Fraud and Cyber Crime Reporting and Analysis Service (FCCRAS) and its benefits. Other suggestions were made about strengthening the language in relation to victims and the link between inclusivity and improvements in the delivery of policing services to the public.

RESOLVED, - that Members agreed to recommend that the Police Authority Board delegate authority to the Town Clerk in consultation with the Chair and Deputy of the Police Authority Board to finalise the Plan, considering the comments of Members.

6. **POLICING PLAN PERFORMANCE REPORT - Q3 2024/25**

Members received a report of the Commissioner which provided a performance report from quarter 3 of 2024 against the Policing Plan.

Members discussed mobile phone theft and queried if there were any actions the wider Corporation could take to assist in addressing this issue. It was outlined that officers had attended a recent summit with the Home Secretary and some large tech firms to discuss ways to make mobile phone theft less attractive.

Members returned to the question of signage in the City, as a means of helping to prevent crime and deterring criminals. Officers confirmed that this was being looked at and a report would be brought back to the Committee in June.

Separately, officers agreed to provide a report on the impact of Operation Tinsel at the next committee.

Members welcomed the format of the report and queried how to publicise its contents widely within the community. Officers agreed to consider how best to make this information public, to coincide with the publication of the new City Policing Plan.

RESOLVED, - that the report be noted.

7. **COMMUNITY ENGAGEMENT STRATEGIC PLAN QUARTERLY UPDATE**

Members received a report of the Commissioner that provided a quarterly update on the community engagement strategic plan.

Members felt that there was good engagement work that had taken place which was not captured within the report. Officers were keen to continue to pursue the approach to engagement through Cluster Panels which had previously been reported to the Committee.

RESOLVED, - that the report be noted.

8. **DRINK SPIKING REVIEW DRAFT**

Members received a report of the Commissioner which provided the final draft of the drink spiking review.

Members welcomed the report and felt it could be used to both promote the City as a safe place to be and to share good 'keeping safe' advice.

RESOLVED, - that the report be noted.

9. **HMICFRS QUARTERLY UPDATE**

Members received a report of the Commissioner which provided a quarterly update on the work to prepare for the upcoming HMICFRS inspection.

RESOLVED, - that the report be noted.

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

11. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

There was no other business.

12. **EXCLUSION OF THE PUBLIC**

RESOLVED – That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

13. **NON-PUBLIC MINUTES**

RESOLVED, - that the non-public minutes of the meeting held on 3 December 2024 be approved as an accurate record.

14. **VULNERABILITY DEEP DIVE**

Members received a report of the Commissioner which provided a vulnerability deep dive.

Members welcomed the report and queried the work being done on modern slavery, and the prevalence of it in the City.

Members also queried what the deep dive highlighted as the greatest risk areas. An emerging issue related to county lines exploitation activity.

RESOLVED, - that the report be noted.

15. **PROJECT SERVATOR UPDATE (INCL. VIOLENCE AGAINST WOMEN AND GIRLS)**

Members received a report of the Commissioner which provided an update on Project Servator.

Members noted that the British Transport Police had disbanded the central project Servator team and queried the impact on the City of London. Officers outlined that the report focused on the work the team were doing nationally, and assured Members that permanent Servator teams are in place in the City. Officers agreed to provide more City specific data at a future meeting.

RESOLVED, - that the report be noted.

At 12:59 the meeting was extended under Standing Order 40.

16. **POWERBI DASHBOARD DEMONSTRATION**

Members received a presentation on the PowerBI dashboard.

17. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

18. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There was no other business.

The meeting ended at 13:09

Chairman

Contact Officer: Kezia Barrass
Kezia Barrass@cityoflondon.gov.uk

Strategic Planning and Performance Committee

OUTSTANDING REFERENCES

No.	Meeting Date & Reference	Action	Owner	Status
	September 2024 – Item 5, Policing Plan	Members asked to consider the options of signage on entrance to the City to enforce a hostile environment for criminals.	Police Authority Director	In progress – initial scoping work was undertaken to broaden the scope of work on signage to include both crime deterrence and prevention messaging. Officer capacity constraints have delayed completion of the work. There is a readacross to CoLP work to develop a crime prevention strategy for the City. We will aim to report to SPPC in September on progress.
	September 2024 – Item 6 HMICFRS update	PA director agreed to scope if further data was available from the Corporation on demographic and business data to inform future demand predictions.	Police Authority Director	Completed (for this action) – Officers met on 1 May to scope work for the envisaged ‘future threats and demand group’ to address the data issue and more broadly facilitate better joint-planning, forecasting, and associated information exchange between City Police and relevant Corporation teams and directorates. Regular meetings are being set up.
	February 2025 – Item 6 Policing Plan performance report	Officers agreed to provide a report on Operation Tinsel at the next committee.	Commissioner	
	February 2025 – Item 6 Policing Plan	Officers agreed to work up a quarterly publication which would outline – to residents, businesses and the wider public, the City of London Police’s performance against its Policing Plan objectives.	Commissioner	

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City of London Corporation Committee Report

Committee(s): Strategic Planning and Performance Committee Police Authority Board	Dated: 02 June 2025 23 July 2025
Subject: Quarterly HMICFRS Inspections Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Commissioner of Police	For Information
Report author: Brett McKenna, Head of Programme Delivery	

Summary

This report provides an overview of His Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) related activity over the last quarter.

Since the last report in February 2025 City of London Police now has only (ten) 10 active HMICFRS action plans under review. As noted in the last update the force is now in a stable operating environment concerning the management of HMCIFRS-related improvement workstreams.

Recommendation

Members are asked to note the report.

Main Report

Background

This report provides an overview of activity related to HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) areas for improvement since the last meeting of the Strategic Planning and Performance Committee. This report will outline the current operating position of the force in relation to HMICFRS activity and provide an update on the conclusion of the PEEL 2025 inspection process. The force will also provide a brief outline of the timescales for PEEL 2025-2027.

Current Position

Inspections since last Committee (February 2025)

There have been no thematic inspections since the last committee. The force is now concluding the PEEL 2025 process.

HMICFRS reports published since last Committee (February 2025)

HMICFRS have published their second response to the 2024 disorder, '*An inspection of the police response to the public disorder in July and August 2024: Tranche 2*'. The force has reviewed this report and will track the learning, with specific recommendations to the analysis of intelligence concerning social media as aggravating factor for disorder.

Status of HMICFRS Workstreams & HMICFRS Action Plans Overview

The position of the force with regards to historic recommendations remains unchanged. As the force moved into the PEEL inspection period the force has prioritised reviewing and addressing recommendations from the PEEL 21 inspections. Out of these sixteen (16) recommendations the force is glad to report that it is able to sign off fifteen (15).

Since completion of the PEEL inspection in March 2025 the force continues to progress the closure of historic recommendations with the aim to reduce these to zero (0) by the end of the calendar year.

Upcoming Inspections

Custody Inspection

The City is aware that the custody inspection of the Metropolitan Police Service (MPS) has concluded as of the 5th of May 2025. The City still expects to receive notification of a custody inspection in Q2 of 2025 in line with updates passed from HMICFRS. The force is well prepared to receive the inspection and has maintained the appropriate internal teams to support and deliver the inspection.

Thematic Inspections

The position from the February 2025 update to the committee remains unchanged. The City is not aware of any further planned thematic inspections.

PEEL 2025 Update

The force is awaiting the publication of the HMICFRS PEEL inspection report based on the most recent PEEL inspection. The expected publication date is July 2025.

As stated in the February 2025 report, the force will receive a draft copy of the PEEL report in May 2025. This report is shared for the purpose of giving the force an opportunity to comment on the factual accuracy of the data published in the report.

Following publication of the report in July 2025, HMICFRS will have minimal involvement in the force until January 2026, when the next cycle of the PEEL inspection process commences.

PEEL 2025-2027

The new PEEL assessment framework for 2025 – 2027 ¹has been published. In line with previous reports to this Committee the City can confirm that Fraud and Custody are now included in the framework. The City is in receipt of a proposed timeline for the inspection process, which may be subject to change depending on national demands.

To support the delivery of improvements the force will maintaining a ‘reality testing’ function to review current HMICFRS recommendations and implement improvement strategies to support the forces’ vision of becoming a ‘Outstanding’ force. The force will also maintain current governance and reporting structures with Deputy Commissioner Betts continuing to chair the Operational Improvement Board as the oversight board for HMICFRS related improvement activity in the force.

Fig. 1 PEEL 2027- Proposed dates.

Date	PEEL Activity
January 2027	Formal Notification The force will receive a formal notification of all inspection activity relating to the PEEL 27 inspection. This can be shared with the Police Authority.
April 2027	PEEL Insights A pre-inspection review of the forces’ approach to improvement activity from the PEEL 25 inspection. Leadership interviews will also take place.
September 2027	PEEL Data Review & Strategic Briefing Force presentation delivered by the Commissioner to PEEL inspection team and HMI Lee Freeman – outlining progress since last inspection, current position and plans for the future (in line with <u>assessment framework</u>)
October 2027	PEEL fieldwork Full inspection team ‘in force’ undertaking a range of activity including interviews, focus groups and ‘reality testing’ to address remaining lines of enquiry. This will include an onsite custody inspection. Total inspection time will increase from two (2) to four (4) weeks.
TBC 2027/28	Draft PEEL report & Full PEEL report publication

¹ [PEEL assessment framework \(PAF\) 2025–2027 - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services](#)

	Draft report shared for factual accuracy to ensure the correct information is published. Dates are yet to be confirmed to the force.
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Conclusion

The force is awaiting the outcome of the 2025 PEEL inspection and is expecting to receive notice of a custody inspection. The force continues to progress the improvement activity taking place under the governance of the Operational Improvement Board and will be directing future activity in line with the latest PEEL assessment framework, which includes fraud and custody.

Appendices

None

Brett McKenna

Head of Delivery

E: brett.mckenna@cityoflondon.police.uk

City of London Corporation Committee Report

Committee(s): Strategic Planning & Performance Committee Police Authority Board	Dated: 02 June 2025 23 July 2025
Subject: Policing Plan Performance Report – Q4 2024/25	For Information
This proposal: <ul style="list-style-type: none">• Delivers Corporate Plan 2024-29 outcomes• Provides statutory duties	<ul style="list-style-type: none">• Diverse Engaged Communities• Dynamic Economic Growth• Vibrant Thriving Destination• Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	£-
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	Commissioner of City of London Police
Report author:	T/Ch Insp Megan Cardy, Head of Force Performance

Summary

The appendix to this cover report summarises the Policing Plan Performance for Q4 in 2024/25. The appendix provides an overview of crime trends, crime profile, and then provides an update on the 14 performance measures of the 2022-25 Policing Plan.

Recommendation(s)

Members are asked to:

- Note the report.

Appendices

- Appendix 1 – Policing Plan Performance Report Q4 – 2024/25

T/Ch Insp Megan Cardy

Head of Force Performance, Corporate Services

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Policing Plan Performance Report

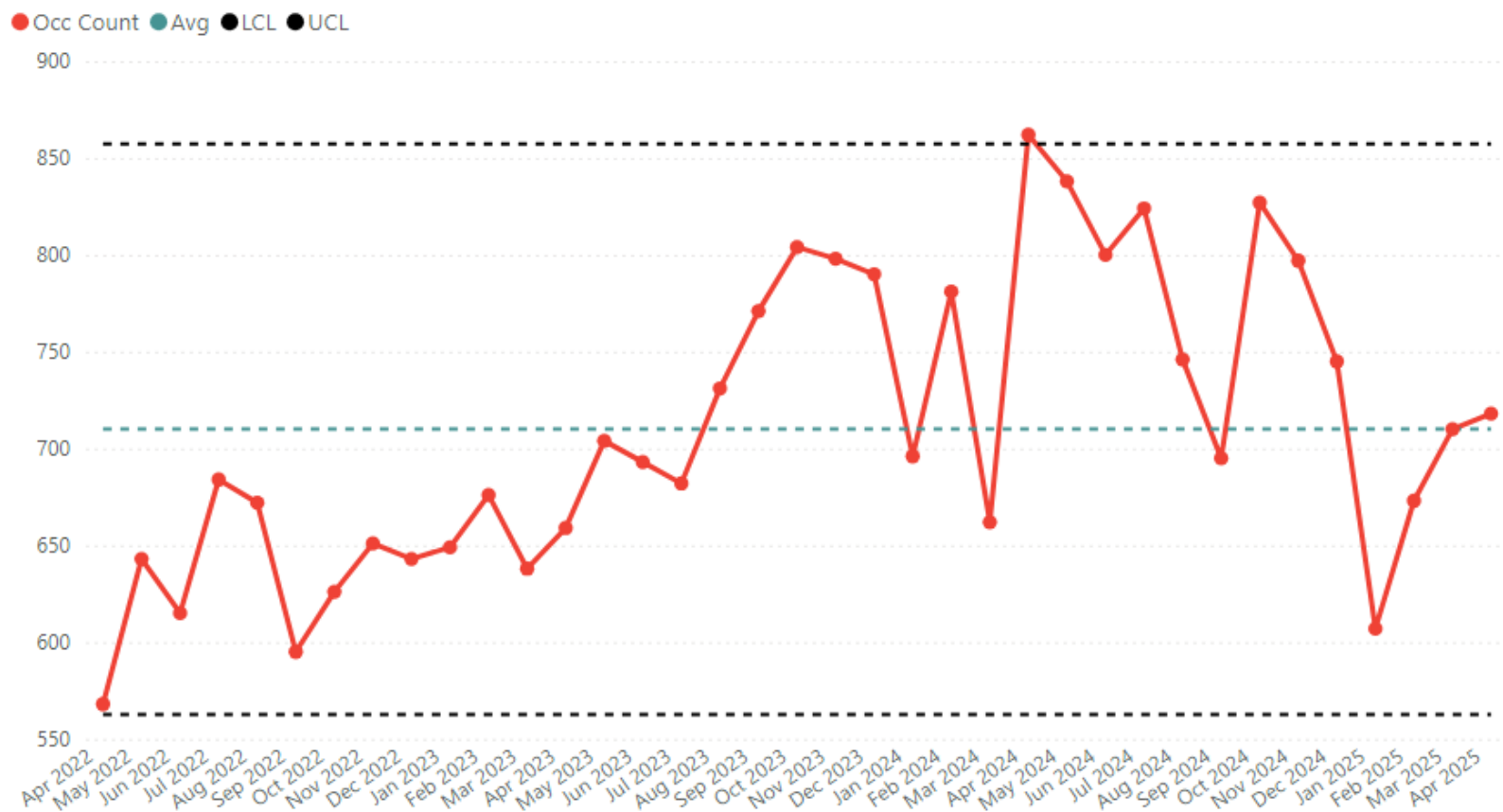
Quarter 4 2024/25



A local service with a national role, trusted by our communities to deliver policing with professionalism, integrity and compassion

0.1 Background

All Crime



Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
2138	2496	2257	2366	1999

Crime decreased this quarter (-367 ~ -15%), however within normal tolerance levels.

We expected crime to reduce in January in line with past seasonal variations seen which was realised however crime has increased in March 2025 which is not normally seen. Crime levels in March 2025 are the highest crime levels for the month of March in the past 5 year period.

This is caused by a significant increase (+67 ~ 74%) in the volume of theft from the person offences in March 2025 compared to March 2024 and increases in Shoplifting (+23 ~ 21%) and violence without injury offences (+14 ~ 25%) covered in more detail in subsequent slides.

In the 12month period to date (April 2024 – March 2025) all crime is still higher (+ 4.1% ~ 363 crimes) than the previous 12 months (April 2023 – March 2024).

The reduction between Quarters 3 and 4 this year (2024/25) is significantly greater than the reduction seen between Quarters 3 and 4 last year (2023/24) which was 11% (253 crimes). This is positive.

In our neighbouring force (Metropolitan Police Service) end of year statistics are not currently available however they have seen a consistent reduction in crimes month on month between October 2024 and February 2025.

Keep those who live, work and visit the city safe and feeling safe

Reduce Neighbourhood Crime

Neighbourhood crime has reduced by 13% this quarter (- 59) in comparison to last quarter (Q3 24/25) , however is an increase of 4% compared to Q4 23/24. Analysing data for the most recent 12-month period (April 2024 – March 2025) and comparing it to the preceding 12 months (April 2023 – March 2024), there has been a 8.9% (+141) increase in neighbourhood crime the past 12 months.

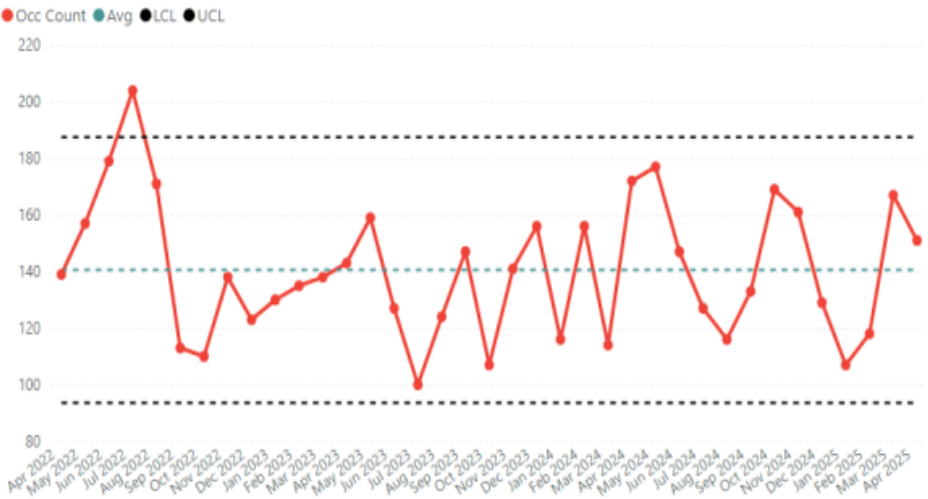
Neighbourhood crime continues to be driven by ‘theft from the person’ offences making up 87.3% of neighbourhood crime. This is a slightly higher proportion than previous quarters of (85%).

“Theft from the person” specifically recorded an 11% increase this quarter (+35) compared Q4 in 2023/24 with March 2025 recording 158 crimes. This is the highest number of Theft from the Person offences in a month since July 2022.

The main modus operandi for theft from person offences remains snatches (37% this quarter ~ 129 offences).The proportion of theft from person offences where a phone was recorded as the stolen property this quarter was 66% ~ 230.

CoLP continue to provide a good service level in response to theft, robbery and burglary incidents attending 100% of occasions where an incident is raised on our command and control system (usually as a result of a call to police) with 93.2% of all immediate incidents within the 15min timeframe (on average 8min) and 97% of all Significant graded incidents within the 60min timeframe (on average 24min). These are reductions on response times compared to Q3 24/25 (- 2min and -11min for immediate and significant grades respectively) and well within the service levels set.

Theft from the Person offences are challenging to investigate with a national positive outcome rate of 1% in 2023/24. CoLPs Outcome rate remains slightly higher with a 12month Positive outcome rate for Apr 24 – March 25 of 2%. The proportion of our offences recorded in 2024/25 that have so far resulted in a positive outcome is 1.4%, with 87% resulting in no suspect identified, and 3.7% not yet assigned an outcome.



Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
386	496	376	459	400

BURGLARY	10
ROBBERY OF PERSONAL PROPERTY	20
THEFT FROM THE PERSON	349
VEHICLE CRIME	21

Data Trend

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Recognising the increase in Theft from the person and the link to snatch offending (particularly phone snatch) CoLP has established Operation Swipe. This is an end to end response to snatch offences in the City of London.

A problem profile for this with in depth analysis of the issue has been produced and in March 2025 the initial response commenced including;

- Phone Marking Initiative Launch
- Feed in to the strategic working group including partners from Metropolitan Police, Home Office and Main Phone Companies (e.g. Google, Apple and Samsung) to target harden phones.
- A Level 2 Investigation progressed through the Serious Organised Crime Team linked to earlier offending in the City of London. (Op Ewloe)
- Initial discussions to understand the secondary fraud and cyber offending linked to these initial snatch offences (Op Hopi)
- Strategic & Delivery Plan developed and agreed.

This is a continuing delivery plan across the City of London including delivery of;

- Directed Prevention tactics
- Investigative focus and coordination internally and across neighbouring boroughs within the MPS including the management of associated offenders.
- Intelligence development plans
- Coordinated engagement plans with our communities
- Defined Media messaging and approaches

There are a number of different tactics through the plan being monitored for effectiveness, which will be reported on. Initial funding to support these plans has been agreed through Tactical Tasking and Coordination.

The next collaborative day of action is planned for May 2025.

Keep those who live, work and visit the city safe and feeling safe

Reduce Violent Crime

Violent crime has reduced this quarter by 21% (-98) compared to last quarter (Q3 24/25), however has increased by 11% (+37) compared to Q4 23/24, with a peak of violence offences recorded in March 25. Analysing data for the most recent 12-month period (April 2024 – March 2025) and comparing it to the preceding 12 months (April 2023 – March 2024) there has been an 11.5% increase in violent crime (+168). This is higher than the increase in overall crime across the same period of 4.1%.

“Violence without injury” has seen the most significant reduction this quarter compared to last quarter (-27% ~ -63). Where all other offences in this category have reduced proportionate amounts.

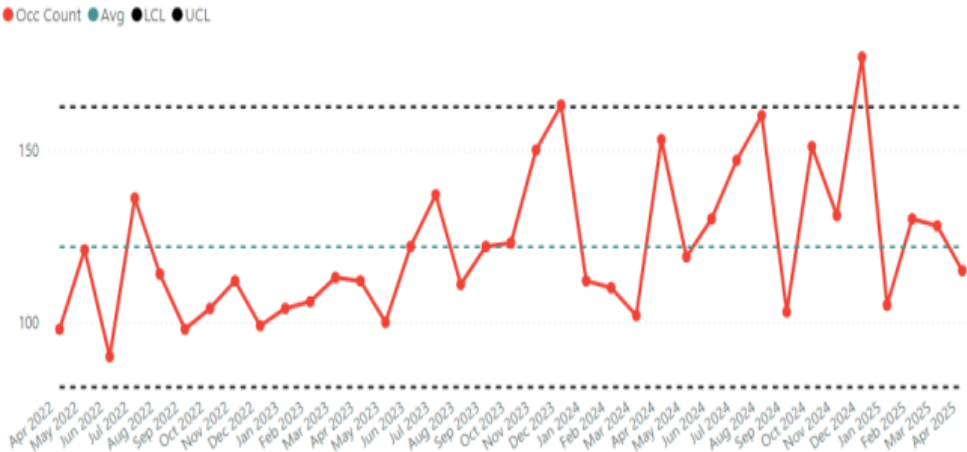
For those “violence with injury” offences the predominant offence this quarter continues to be the lower harm offence of Assault occasioning ABH (70% of violence with injury offence ~ 78 crimes).

For “other sexual offences” crimes the predominant offence was the non-aggravated “sexual assault on male/ female” offence (83% ~ 29 crimes).

13 Violent Crimes were recorded against officers in Q3 2024/25 (6% of violence offences) this is a 38% reduction (-14 crimes) on last quarter (Q3 2024/25).

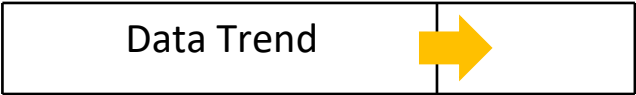
CoLP continues to provide a good service levels to reports of violence attending 100% of occasions where an incident is raised on our command and control system (usually as a result of a call to police), with 97% of all immediate incidents attended within the 15min timeframe (on average 6 min) and 99% of all Significant graded incidents within the 60min timeframe (on average 18min), these remain similar to last quarter.

CoLP continues to investigate Violence offences well with a 21.5% positive outcome rate for April 2024 – March 2025. For offences recorded in 2024/25, 8.6% of crimes have already reaching a positive outcome, with 31.7% still under investigation with an average investigation length of 110 days.



Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
324	402	410	459	361

OTHER SEXUAL OFFENCES	35
RAPE	9
VIOLENCE WITH INJURY	111
VIOLENCE WITHOUT INJURY	206



Response
A multi-agency approach to policing the night-time economy continues with a focus on hotspot policing.

Op Reframe has continued this quarter with ask for Angela and drink spiking testing taking place. 486 proactive licensed premises visits took place in Q4 by the CoLP and CoL licensing teams, with 41 interventions made to follow up reports, incidents or concerns with advice, training or enforcement to prevent future occurrences. A joint CoLP and CoL prosecution of one venue was undertaken for failing to engage with an investigation into assault and failure to maintain CCTV.

CoLP continues to monitor the violence against its employees through Op Hampshire.

CoLP is further developing its hotspot policing and problem solving policing approach to priority crime types. In 25/26 we are integrating a new mapping and evaluation tool which will improve how we link our tasking activities to hotspots, with an initial focus on serious violence and ASB.

We will be able to produce an evidence-base about the effectiveness of activities to feed in to future operational priority and tasking setting. This utilises national funding to develop hot spot policing initiatives at a local level.

In Q4 Dedicated Ward Officers, Local Policing Senior Leaders, Analysts and Partnership and Prevention officers commenced training in the first wave of Problem Solving Policing delivery by University College London.

This will inform our prevention strategy going forward and ensure we follow best practise and an evidence-based approach to reducing serious violence and associated priority crime types.

Keep those who live, work and visit the city safe and feeling safe

Reduce Violence Against Women and Girls (VAWG)

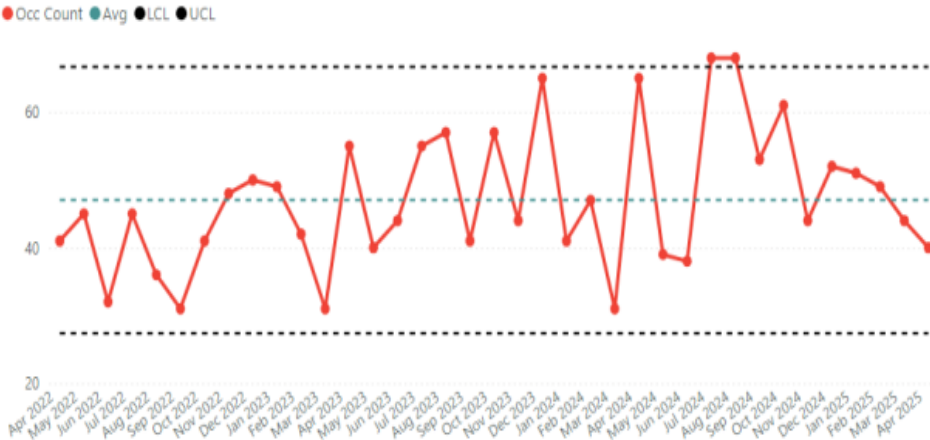
Violence against women and girls has decreased by 8% (-13) this quarter compared to last quarter (Q3 24/25), however has increased by 20% (+24) compared to Q4 2023/24. Analysing data for the most recent 12-month period (April 2024 – March 2025) and comparing it to the preceding 12 months (April 2023 – March 2024) there has been a 10% increase in VAWG crime overall (+58). This is greater than the increase in overall crime for the same period (4.1%) but less than the increase in violent crime (11.5%) for the same period.

Violence offences continue to be the most prevalent crime type making up 43% of these offences (62 crimes), followed by Public Order offences (threatening words and behaviour) 32% of offences (46 crimes), followed by sexual offences which make up 24% of these offences (35 crimes).

These offences are largely lower harm type offences for those with injury these are predominantly (50%) Assault occasioning Actual Bodily Harm crimes the lowest level of harm. This is consistent with previous quarters.

Violence against women and girls continues to make up the same small proportion (7%) of all crime in this quarter and the same proportion 27% of violent crime offences this quarter. The Violence against Women and Girls profile of crime in the city continues not to be Domestic Abuse related (18% ~ 26 crimes) this quarter and primarily committed against non-CoL residents (82% ~ 117crimes).

CoLP continues to investigate VAWG offences well with 12.9% of offences recorded in 2024/25 already reaching a positive outcome, with 23.9% still under investigation with an average investigation length of 96 days.



Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
119	142	189	156	143

OTHER SEXUAL OFFENCES	28
PUBLIC DISORDER	46
RAPE	7
VIOLENCE WITH INJURY	40
VIOLENCE WITHOUT INJURY	22

Data Trend

➡

Targeted operations are ongoing to tackle Violence Against Women and Girls offences, and these involve multi-agency working with partners.

Op Reframe has also continued this quarter providing a reassuring high visibility presence amongst the nighttime economy aligned to licensing and partnership activity. Specifically to target VAWG offending officers ran a Valentine's themed event in February, which included raising awareness of romance fraud alongside the usual spiking response and 'Ask for Angela' testing and education.

125 hoteliers and licensees attended two Welfare and Vulnerability Engagement (WAVE) training sessions, aimed at improving awareness and confidence of those working in licensed premises on identifying vulnerability and making appropriate interventions.

Q4 saw officers trained in Servator VAWG (to identify predatory behaviours) continue to develop this new approach with further deployments.

In addition to continued partnership working, Q1 of 25/26 will see a focus on hotspot policing for prevention of sexual offences following training from UCL for officers and analysts in the approach, which has been funded by the Home Office.

To ensure COLP is able to respond appropriately to all types of incident particularly those that aren't prevalent by volume but are significantly high harm CoLP ran a tabletop exercise covering Indecent Images in February 2025. This is especially important as offences involving children have a higher proportion of female child victim than male* (81% compared to 19%).

Rape and Serious Sexual offences Investigative Skills Development Training continues with 60 investigative officers trained and 122 First Responders trained successfully with a further 30 officers to be trained in Quarter 1 of 25/26.

* Experimental statistics 2009 Office for National Statistics

Keep those who live, work and visit the city safe and feeling safe

City of London Police positive outcome rate remains above the national average

There are 2 methods of reporting on outcomes nationally. Firstly “the positive outcome rate” which looks at positive outcomes in a period against crimes recorded in the same period. City of London Police consistently exceeds the national average positive outcome rate which is positive.

The national positive outcome rate for published data to March 2024 demonstrates an 11.8% outcome rate, this is unchanged from previous rates CoLPs current positive outcome rate for the past 12 months (April 24 – March 25) is 21.2% a 1% increase on the previous 12 months.

The second methodology looks at the proportion of crimes recorded in a period and their associated outcome (n.b. there will always be a proportion not yet assigned an outcome whilst investigations continue.)

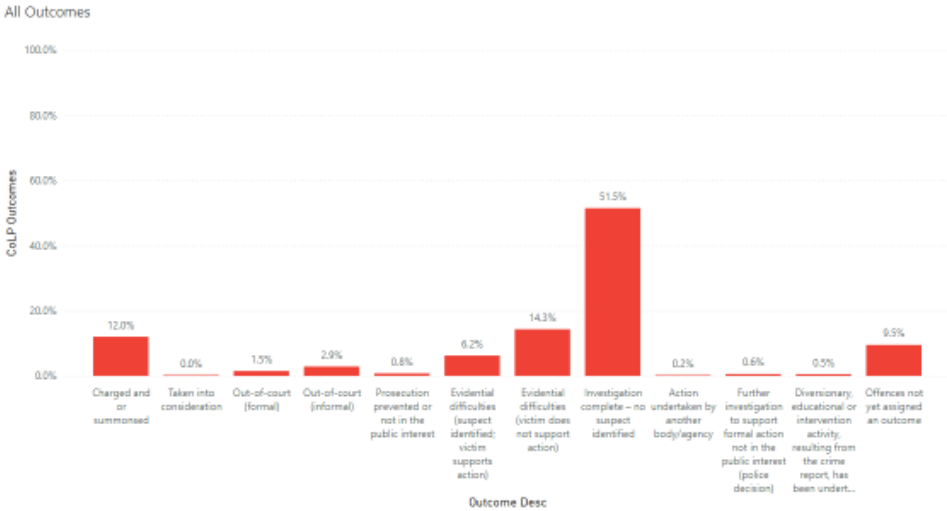
Nationally 10% of Crimes recorded between April 23 and March 24 (the latest available period) had received a positive outcome by June 24.

The proportions of outcomes for crimes recorded in the past 12 months are recorded in the graph to the right. Currently this shows a positive outcome proportion of 16.4% for crimes recorded between April 24 and March 25 which is 6.4% higher than the national average proportion with 9.5% still under investigation.

However positive outcomes are reviewed CoLP consistently exceeds national averages.

	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
12 month Positive Outcome Rate	20.2%	20.0%	20.4%	21.6%	21.2%
Volume of positive outcomes recorded in the period	420	484	460	511	424

Positive Outcomes are based on Home Office Counting Rule outcome codes 1-4 and 6-8 which include outcomes such as charged/ summons, out of court disposals, and taken into consideration.



Data Trend

➔

City of London Police analyses all outcomes applied to crimes, not just positive outcomes, as well as comparing outcomes for specific crime types through its crime standards board to ensure any anomalies can be considered, understood and where required addressed. There has been nothing of concern identified in this quarter.

There has been a significant focus on reporting compliance with the victim code, and investigative supervision with additional monitoring taking place. In February 2025 a new PowerBI dashboard was launched with this information automatically refreshed to ensure accurate information to support supervisors in their ability to manage non-compliance. This also allows trend analysis for compliance across both teams and themes within investigations through crime standards board.

In Q1 25/26 additional workshops are being held to showcase all the different functionality of this dashboard and how it can be used across the force to ensure the benefits of it are reaped.

There has been a notable correlation between increased supervision and more effective outcomes for victims, whether that is a positive outcome or shorter length of investigation.

The Crime Scrutiny Group’s Qualitative thematic testing has focussed on Hate Crime this quarter in response to an increase in the volumes recorded and potential associated vulnerabilities. The findings and learnings from this thematic review will be fed into Crime Standards Board in April, and will look to improve compliance specifically in relation to Hate Crime.

Some notable areas of good positive outcome rates for crimes victim based crimes recorded in the past 12 months (April 24 – March 25) are;

- 27% Shoplifting offences
- 18.5% Hate Crime offences
- 16.7% Violence against the person offences
- 14.2% Domestic Abuse

Keep those who live, work and visit the city safe and feeling safe

Reduce Anti-social Behaviour (ASB) incidents

Anti-social behaviour (ASB) incidents continue to be low in volume with a 12% decrease (-25 incidents) this quarter compared to last quarter (Q3 24/25) and an 18% decrease (-41 incidents) is reported compared to Q4 23/24.

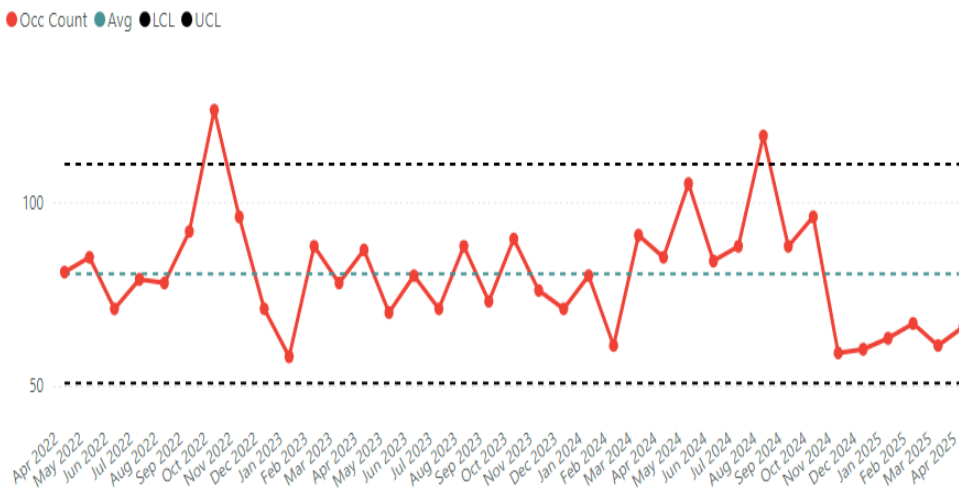
The two biggest recorded types of ASB remain inconsiderate behaviour and begging/vagrancy, however an “other” category remains most prevalent. The incident types have been consistent for some time with no noticeable emerging changes.

50% of ASB victims/informants this quarter (Q3 24/25) are recorded as having a COL address It appears largely victims/informants are performing their role at work when calling police so are not CoL residents but would have a work address within CoL.

Only 1.8% of victims being identified as repeat callers.

CoLP continues to provide a good service levels to reports of Antisocial Behaviour attending 100% of occasions where an incident is raised on our command and control system (usually as a result of a call to police), with 100% of all immediate incidents attended within the 15min timeframe (on average 6 min) and 98% of all Significant graded incidents within the 60min timeframe (on average 21min), these remain similar to last quarter.

96% of incidents reported as ASB through the control room resulted in an occurrence being created for review by the Neighbourhood team which assesses repeat victims, locations and suspects to ensure appropriate responses are put in place to deal with the ASB. This is similar in proportion to last quarter.



ASB incidents are recorded as specific occurrence type on Niche.

Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
232	274	294	216	191

Data Trend

➡

We continue to engage with residential and business communities to ensure the low volumes of ASB are not due to underreporting.

Intelligence led policing allows us to focus on ensuring our resources are aligned to any ASB hotspots or issues identified through analysis. CoLP continue to support partnership plans regarding encampments in the City of London and monitoring the crime and antisocial behaviour linked to these areas to support effective solutions.

Since December 2024 an improved collaborative approach has seen an increase in information sharing that has led to several multi agency days of activity. These have involved reducing/removing hazardous or discarded tents/structures/debris/refuse, along with increased joint patrols and interventions.

This group has now agreed a monthly, multi-agency, intelligence led day of activity to ensure a consistent approach to standards and enforcement at each site.

In response to the incidents attended this month Community Protection Warnings were issued on 33 occasions, a further 5 Community Protection Notices for breach of those warnings were issued. A further 5 individuals were identified as being in the intervention stage of Operation Luscombe this quarter.

The Cycle Team focused on anti-social cycling at hotspot locations, a common priority theme with over 860 traffic offences reported this quarter. As well as other positive outcomes to this proactivity including arrests, Intelligence submissions and over 100 E-Bike seizures.

COLP continues to work with partners to promote changes to legislation and inform the national strategic approach including in March supporting a visit from Lord Hogan Howe who is seeking legislative changes in this area.

2.1

Protect the UK from the threat of cyber and economic crime

Increase the number of positive outcomes recorded in relation to fraud nationally

Data Trend

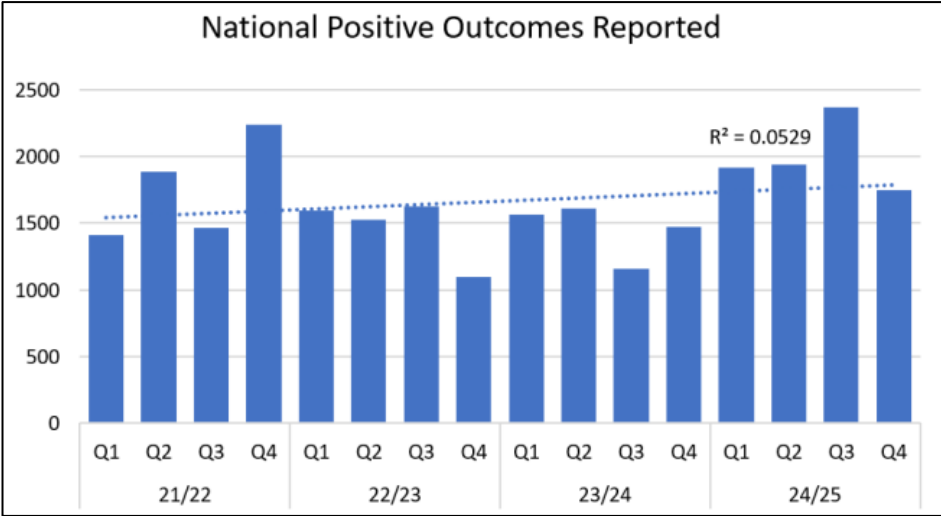
Reasons

In Q4 24/25 the national yield of judicial outcomes was less than Q3 24/25 (26% ~618), however is an increase 19% (+272) on the Q4 2023/24. As there can be significant fluctuations within fraud outcome volumes due to large multiple vict8im cases, it is often best to compare rolling 12month volumes. The volume of outcomes for the past 12 months (April 24 – March 25) has increased 37% (+ 2158) when compared with the preceding 12 months (April 23 – march 24).

Q4 continued the annual trend, with forces returning robust volumes of Judicial outcomes, including three forces retuning over 100 outcomes, (Greater Manchester Police, Metropolitan Police Service and Lancashire).

A national target of 6,000 judicial outcomes was set for 24/25, and this has now been exceeded by 33% (1,969) with 7,969 outcomes reported. This is due to a combination of factors such as large cases being finalised during the period, and the continued targeted engagement from the National Coordinators Office to reduce outstanding investigations.

Total outcomes reported in a period can relate to disseminations from any time. The volume of outcomes fluctuates throughout the year as cases with varying numbers of crimes attached are completed.



Q4 23/24	Q1 24/25	Q2 24/25	Q3 24/25	Q4 24/25
1,474	1,914	1,940	2,367	1,748

Response

City of London Police continue the evaluation of a solvability pilot that has been active now for the majority of 23/24 and into 24/25.

The National Coordinator’s Office (NCO) have continued working with forces, encouraging them to reduce their aged disseminations. Forces have responded to this work and in turn this has contributed to boosting the national judicial outcome rate.

During the year nine regions have been subject to assessment with regard to their economic crime and cyber capabilities. The NCO are currently compiling reports for each region which will be shared individually, following which an overarching document for wider sharing will be compiled, outlining the key findings.



Protect the UK from the threat of cyber and economic crime

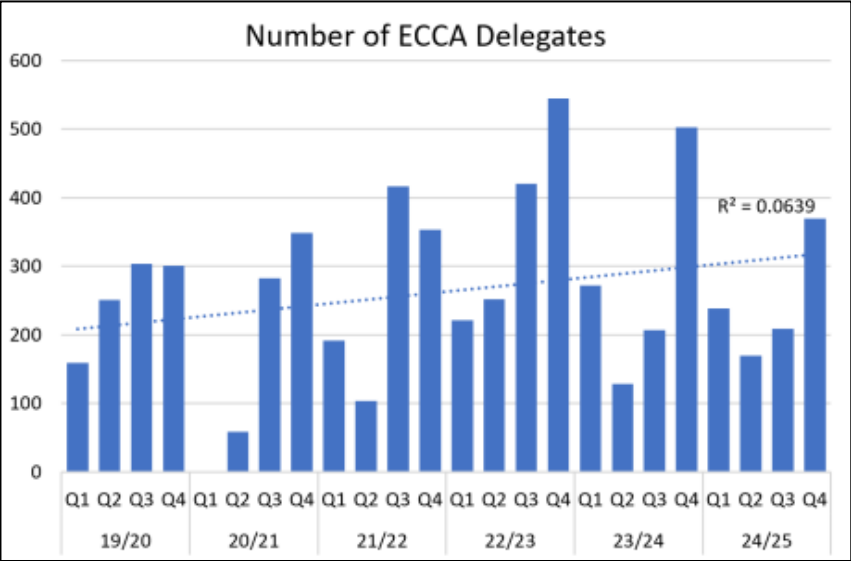
Law enforcement capabilities to tackle economic and cybercrime developed through training and accreditation

Data trend

The Academy delivered 31 training courses in Q4, a fall of 22.5% (-9) from the courses in Q4 23/24, but an increase of 72% (+13) from the previous quarter. Activity for the quarter was steady, with a slight peak in January at 11 courses and 138 delegates.

Course numbers typically experience a peak in the 4th quarter and this year was no exception, as from Q3 to Q4 delegate numbers rose by 77% (+161). However, numbers were down year on year falling by 26% (-133) from Q4 23/24. This quarter, most delegates were from UK policing with a few from the public sector or non-UK policing. 20 forces were represented in January, demonstrating the breadth of influence the Academy has. In addition to traditional courses, 824 delegates attended CPD training, and 749 received Crypto training in the quarter.

Satisfaction for the quarter recovered to 94% from a low of 80% in November. The percentage of delegates completing feedback was 77%.



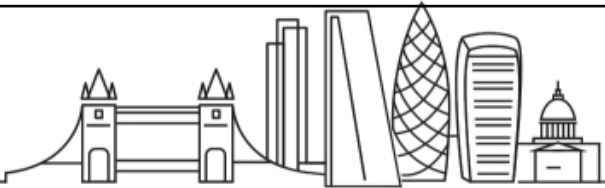
2023/24	2024/25			
Q4	Q1	Q2	Q3	Q4
503	239	170	209	370

Response

Despite concerns at the start of the financial year over a lack of Home Office funding for forces, the Academy entered the final quarter of this financial year with all their open courses full or close to full. They were also successful in securing a number of closed courses with various agencies.

The ECCA demonstrated their expertise this quarter by providing bespoke Money Laundering courses for Police Scotland, specially written for their practitioners. Other bespoke courses included a Foundation Course for Cambridgeshire Constabulary, a Manager’s course for Lancashire Police, and Victim Care and Demystifying Cyber Crime (DCC) courses for the NCA. An Economic Crime Specialist Investigators Programme (ECSIP) was delivered to Trading Standards, one of the first to the Public Sector. Courses for UK law enforcement included Money Laundering Courses to the Home Office and the NWROCU, an ECSIP for Police Scotland, a Bribery course and an ECSIP for the NCA. ECCA travelled to Warsaw to deliver a Bribery and Corruption Course to delegates from the Ukraine State Bureau of Investigation. This received fantastic feedback with another planned. The Cyber trainer travelled to Azerbaijan to deliver a DCC course.

Moving into 2025-26 the ECCA are in a similar position as they were in at the start of this financial year, with no confirmed budgets or funding for forces.



Putting the victim at the heart of everything we do

3.1 To maintain the percentage of survey respondents who are satisfied with the Action Fraud reporting service

Data Trend



Reasons

Contact Centre: In Q4, the Average Speed to Answer a call (ASA) reduced from 9.28 minutes in Q3, to 7.23. We are currently liaising with the technology team to identify opportunities to improve the Interactive Voice Response (IVR) messaging to reduce the ASA.

The Average call Handle Time (AHT) in Q4 reduced from 23.92 minutes in Q3 to 23.82. The Contact Centre is focused on call handle time reduction and maintaining 95FTE delivery across each shift. To improve efficiency, an SME group is conducting targeted coaching with Advisors with higher AHT, and we have introduced a voucher incentive for team leaders that drive the biggest improvement in AHT. The service provided by Advisors continuously exceeds the satisfaction target of 95% over the long term. Satisfaction noted a slight uptrend in Q4 at 98%, an improvement on all quarters in the financial year period.

Online Reporting Service: The current online reporting tool operates on legacy software that cannot be developed or amended. Therefore, Online reporting satisfaction predominantly falls below the 85% target.

Victim Survey: 94,404 survey links were delivered in Q4, with a response rate of 1.2% recipients providing satisfaction feedback. Survey links are autogenerated at the point of reporting, when victims may feel vulnerable and distressed, therefore feedback volumes are extremely low and may not be a true reflection of service user satisfaction.

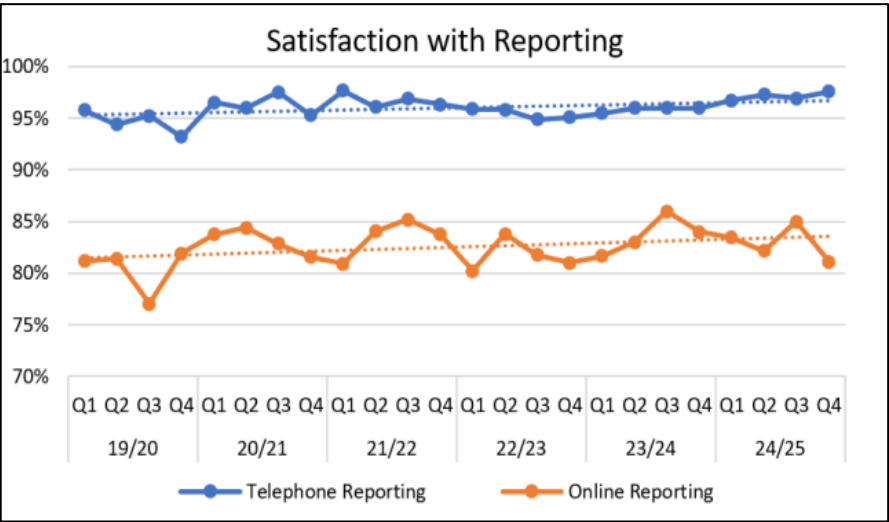
Accessibility: Action Fraud provides services to offer greater accessibility into the service, improving victim satisfaction - a language line for users whose first language is not English, and SignVideo, which provides Deaf users, who communicate using British Sign Language, the ability to contact Action Fraud through an app on their mobile device

Response - Service Improvements

Contact Centre: Score card amendments and the development of an Advisor XP Contact Centre tool (offering advisers real time support), have positively impacted voice channel satisfaction by increasing Advisor capacity to answer calls, enhancing the quality of advice provided, and ensuring victims are provided with correct referrals and/or advice.

Online Reporting Service: A new fraud and cyber crime reporting tool, designed to significantly improve online reporting mechanisms and accessibility, will launch in 2025. It is envisaged that this will bring online victim satisfaction in line with voice satisfaction.

Victim Survey: Victim contact fulfilment, and the associated surveys, are under review. Amendments will improve the victim journey, online reporting satisfaction and the value and richness of survey feedback. All Action Fraud branding in survey templates will be replaced at launch.



Satisfaction by reporting channel	2023/24				2024/25			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Online Satisfaction	82%	83%	86%	84%	83%	82%	85%	81%
Telephone Satisfaction	96%	96%	96%	96%	97%	97%	97%	98%



3.2

Putting the victim at the heart of everything we do

City of London Police victim satisfaction levels are improved

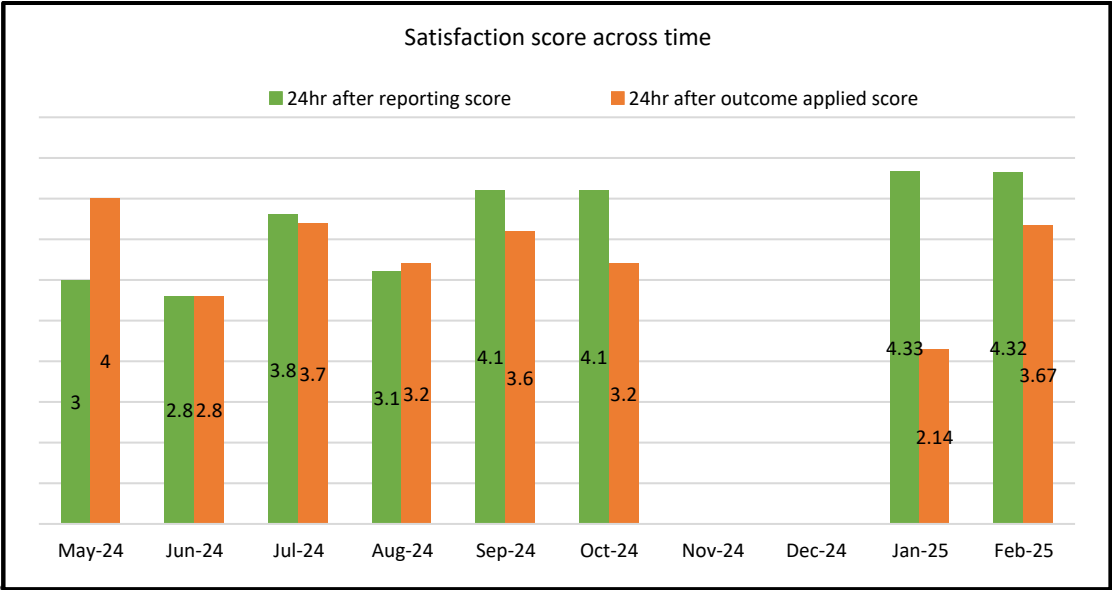
The new victim satisfaction survey went live on the 29th May 2024. It was identified in October surveys were being sent to some victims that were not due to be surveyed. To ensure the integrity of personal data for victims the surveying process was temporarily paused to ensure sufficient control over the data for victims being supplied. A solution defining the appropriate crime types for surveying has been developed and the survey has been reinitiated as of January 2025.

The response rate has improved from the previous survey methodology but there have not yet been enough responses to determine statistically sound insights. However early insights based on the data available show that there is a lower score following outcome application than following reporting but generally we are receiving positive scores.

At the end of Q4 2024/25 there were a total of 250 items of feedback on the victim satisfaction survey. The overall average score is 3.61 which has not changed since Q3. We currently have a 5.2% response rate to the 24hr after reporting survey and 4.5% for the 24hr after outcome being applied survey, these have both increased since Q3. In Quarter 1 of 2025/26 CoLP is working with our survey provider to make changes to the current survey to try and increase this response rate further, including looking at the times most responses are received and how people are responding.

The more frequently a topic is mentioned in the comment/sentiment section of the survey, the more important the topic is considered to be by our victims. Currently our most mentioned/important topics are **Steps taken** and **Helpful** mentioned in a positive way and **Speed of service** and **Outcome mentioned** in a negative way. Specifically, this quarter there was positive feedback on the ease of reporting particularly mentioning the online reporting tool.

CoLP continued to provide immediate service recovery for any very low scoring responses and use this as a platform to demonstrate positive feedback through our staff recognition programs for high scoring responses.



Putting the victim at the heart of everything we do

Hate Incidents

There has been a 22% (+19) increase in Hate occurrences this quarter compared to last quarter (Q3 24/25) and a 58% (+39) increase compared to Q4 23/24. Analysing data for the most recent 12-month period (April 24 – March 25) and comparing it to the preceding 12 months (April 23 – March 24) there has been an increase of 35.3% (+104).

Racial hate crimes continue to be the most common motivator in the City this quarter (49% ~ 52 incidents), followed by sexual orientation (17% ~ 18 incidents). This is in line with Q3 2024/25 and the previous 12 months worth of data.

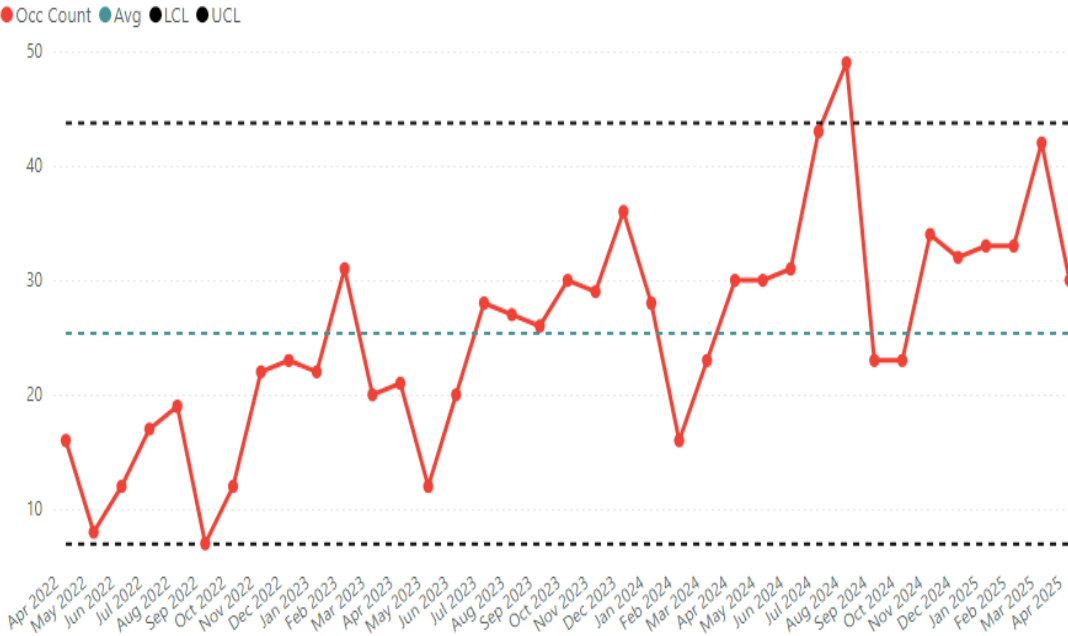
The main crime types relating to hate crime continue to be the below, with physical harm linked to hate crimes remaining rare;

- Public Disorder – 49% ~ (52 incidents)
- Non –Crime Hate Incidents – 23% ~ (24 incidents)
- Violence without Injury - 13% ~ (14 incidents)

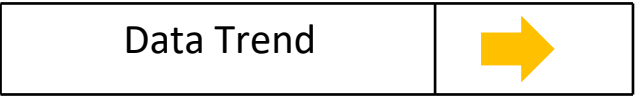
A significant proportion (11) of the non- crime hate incidents relate to complaints of a broadcast made from GB news relating to the conflict in the middle east.

There continues to be significant link between Hate Crime and the NTE hours with 64% of offences this quarter committed between 1600 and 0600. This is a decrease on last quarter Q3 24/25 however is in line with the previous 12 months where on average 63% of Hate Crime was linked to NTE hours.

The volume of Hate Crime against Officers has reduced this quarter with only 2 crimes recorded against officers in Q4 2024/25.



Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
67	91	115	87	106



Response

We monitor hate crime daily at a designated meeting. CoLP have a dedicated role to monitors all hate crimes, in terms of correctly recording offences and investigation. A new officer takes up this post in Q1 25/26 with a specific remit to develop partnership and community links to understand the extent of the issues associated with hate crime, encourage reporting and prevent future occurrences.

Engagement work with venues and door staff by the licencing team has encouraged reporting of hate crime offences to police but also early intervention with patrons. We know this has been an area of under reporting historically and our licensing team has carried out a survey to improve our understanding of this.

The Volume Crime Unit has received training on Hate Crime which will now be rolled out to front line officers in the next quarter. Input included the importance of obtaining full details within the offence to identify correct hate crime categories and why this is important in terms of being able to target particularly locations and times to prevent/deter/detect hate crime in line with our recent Hotspot training. It also included ways we can better support victims to improve trust and confidence in reporting.

Specifically relating to the GB News reports, it is not expected this is going to be an ongoing source of reporting as the headquarters have now moved outside of City of London.

Our People

City of London Police is a psychologically and emotionally healthy place to work

CoLP is a psychologically and emotionally healthy place to work



The COLP Staff Survey was published again in February 2025 with the results returning at the beginning of April 25.

There has been a positive improvement in the number of people who agree with the statement “City of London Police is a psychologically and emotionally healthy place to work”.

On this occasion 51% agree and strongly agree with a further 28% neutral this is an increase of 9% on September 2024 and 10% on January 2024. The number who disagreed or strongly disagreed has also reduced with only 21% of persons disagreeing or strongly on this occasion compared to 29% in September 24 and 26% in January 24. The proportion with a neutral response was the lowest it has been too at 28%.

This shows an overall positive trend across all areas for this survey question compared both to last quarter and January 2024.

This survey allows individual team managers to understand the sentiment of their teams and is supported by the Inclusivity, Culture and Organisational Development team who continue to work to embed best practice from high performing teams across the force.



Our People

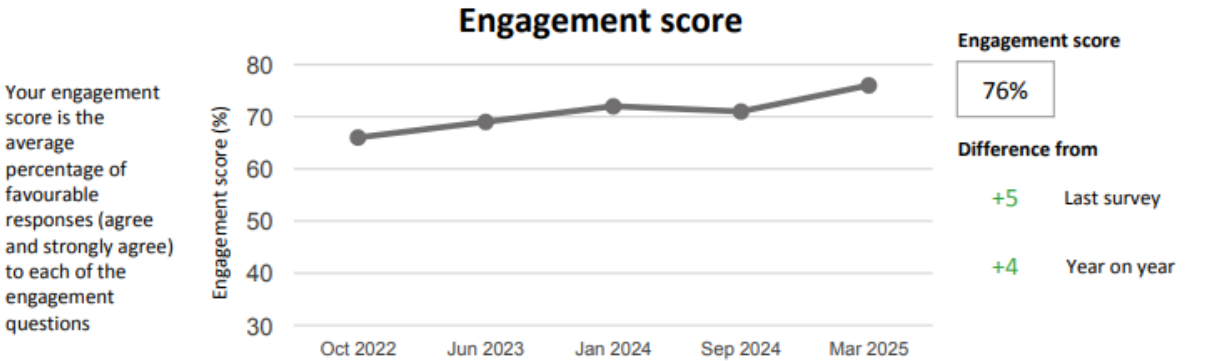
City of London Police workforce engagement levels have increased

The COLP Staff Survey was published again in February 2025 with the results returning at the beginning of April 25.

There has been a positive increase in engagement score from 71% in September 2024 to 76% in March 2025. This is the highest level of engagement the survey has seen.

There are 5 questions that make up the engagement score. CoLP saw positive increases in 3 of these covering retention, motivation and view on CoLP as an employer. There are very low scores across all 5 of these questions for those who disagree and Strongly disagree with 14% not intending to be working at CoLP in the next 2 years. There are a number of drivers that feed responses to that question.

5% do not feel accepted and respected within their team, whilst CoLP would like this to be 0% this is considered positive and has not increased compared to previous quarter.



CoLP has worked hard to improve the response rate to the staff survey on this occasion with incentives for those responding to the survey, the results of this will be reviewed in greater detail to measure their success.

The 5 questions that make up the Engagement score

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	My team	Last survey	YoY
My job motivates me to do the best I can	9	14	54	21	75%	+9	+6	
I feel proud to work for CoLP		17	50	26	76%	+3	+5	
I intend to be working at CoLP in the next two years	7	7	19	36	31	68%	+7	+2
Overall, I would recommend CoLP as a good place to work	7	16	53	21	74%	+7	+9	
I feel accepted and respected within my team	9		47	39	86%	0	0	



Our People

City of London Police recruitment activity is improving how well its workforce reflects the communities it serves

Police Officer female has profile increased by 0.5% this quarter with females representing 26% of the total officer headcount (1000) compared to 25.5% at the end of Q3 24/25. 47% of all officer joiners (17 officers) this quarter were female, which is a significant improvement on previous quarters.

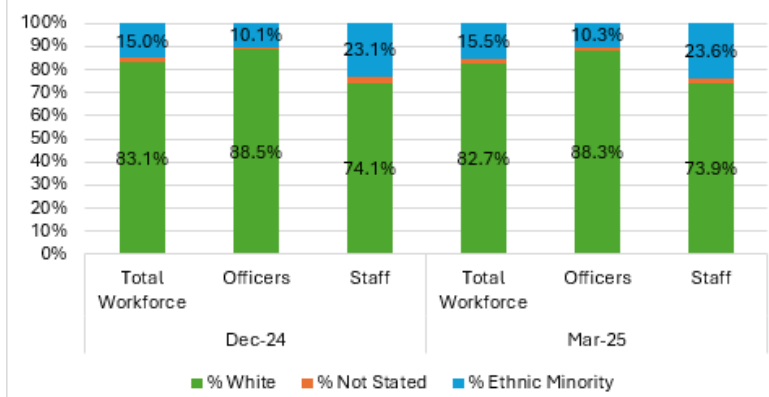
The number of officers identifying as from an ethnic minority background this quarter has slightly increased from 10.1% in Q3 2024/25 to 10.3% this quarter (Q4 2024/25). 11.7% of officers that joined the force this quarter were from an ethnic minority background. Of the total ethnic minority officers, 28% are female and 72% are male.

Police staff female profile this quarter (Q4 2024/25) is 61.3% of the total Staff headcount (643) has slightly increased since the last quarter (Q3 2024/25) from 60.9% of 603 headcount. There has been a slight increase (0.5%) in the number of police staff identifying as from an ethnic minority background this quarter - 23.6%, compared to last quarter - 23.1%. Of the total ethnic minority police staff, 65% are female and 35% are male. 63% of staff joiners were female and 28.8% identified as from an ethnic minority background this quarter.

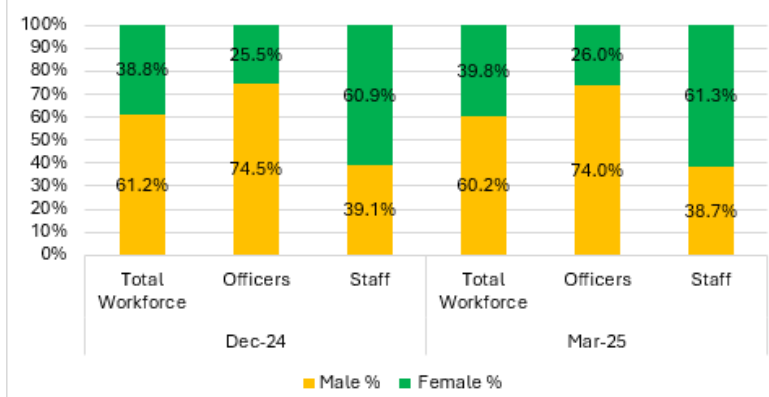
when compared nationally, female representation among CoLP officers is low (national average 37%). CoLP officer ethnic diversity is higher than the national average for forces in England and Wales (5% average) but low compared to the City of London population.



CoLP Ethnicity Profile December 2024 and March 2025



CoLP Gender Profile December 2024 and March 2025



Response

CoLP continues to advertise officer roles as full time or part time and the flexibility around working patterns that is available.

We have successfully managed to recruit into our investigator roles a more diverse intake of people in Q4, particularly for female officers.

The detective entry pathway is also available each year. The Police Now intake in Quarter 4 had a 66% female proportion which is positive shows the benefit of this programmes attracting a different demographic to general entry pathways.

CoLP has new leaders joining in Q1 25/26 and has recruited in to the latest neighbourhood policing uplift too this will further increase the diversity in force.

COLP recognises that the time to parity for both gender and ethnicity is important, however there are challenges to influencing this. CoLP has a positive staff and officer retention profile, with low attrition rates which limits the volume of people that can be brought into an organisation and thus extends the timeframe for changing demographics.

Data Trend

➔



Resources

Financial outturn is within 1% of forecast

Data Trend



The provisional revenue outturn for 2024/25 is £116.3m against the latest approved budget of £116.3m resulting in a breakeven position, as forecast at Q3.

This balanced outturn position is after the transfer to reserve of £1.5m of unspent revenue funding to manage timing differences in programme and project spend.



Appendix A







Data Trends

The Success Measures are detailed in the below table.

Where Statistical Process Charts are used; Normal random variation is expected, where volumes fall above and below the average and within the expected confidence limits (at 2 standard deviations, 95%). This is what is known as noise. SPC charts help to ‘drown’ out the noise by showing exceptions (which require investigation as they are significant).

Significant exceptions are where the data points fall above or below the control limits, or where there is a run of 7 data points above the average or below the average. Another exception is where there is a month on month increase for 7 months. These are the big exceptions, but with more work you can also build in additional early warning indications to help highlight emerging issues.

Where there is no statistical data available a review of the qualitative data has been completed and the same trend analysis applied.

Success Measure Performance Assessment	
	A green upwards arrow suggests improvement in the direction of travel.
	A green arrow pointing right is used for consistent performance at 100%.
	A green arrow pointing down means a decreasing trend which is positive.
	Amber means there has been limited increases or decreases within tolerance level.
	A red upwards arrow suggests an increasing trend that is negative.
	A red downward arrow suggests a decrease in performance.



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City of London Corporation Committee Report

Committee(s): Strategic Planning & Performance Committee Police Authority Board	Dated: 02 June 2025 23 July 2025
Subject: Community Engagement Strategic Plan Quarterly Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	CoLP impact the following Corp Plan outcomes: Vibrant Thriving Destination- (Community Safety/ CT) Dynamic Economic Growth- (National Lead Force)
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Commissioner of Police	For Discussion
Report author: Kieran Clark – Strategy and Engagement Officer	

Summary

This report outlines the progress and developments in the City of London Police and City of London Corporation's joint strategic community engagement plan. Approved at Police Authority Board in October 2024, this plan centres on four priorities outlined in the Neighbourhood Policing and Engagement Strategy: crime prevention, protection of vulnerable individuals, intelligence gathering and fostering public trust.

This report assesses the effectiveness of community engagement based on the metrics set out in the Strategic Plan, including outcomes such as public confidence, crime reduction and demographic diversity.

This report also lists various community-safety related engagement activities (across the police, police authority and Corporation) undertaken since February 2025, including public events and initiatives focused on crime prevention, inclusion and hate crime awareness.

Recommendation(s)

It is recommended that Members:

- Note the report.

Main Report

Background

1. At the Strategic Planning & Performance Committee on 26 September 2024 and the Police Authority Board on 2 October 2024, Members received and approved a joint City Police / Police Authority and Corporation strategic community engagement plan. This plan is based on the four priority areas of the City Police's 2023 Neighbourhood Policing Strategy:
 - a. Preventing crime, disorder and anti-social behaviour
 - b. Protecting the vulnerable and repeat victimisation
 - c. Providing a flow of intelligence on a range of issues
 - d. Promoting a culture of trust and confidence.
2. A new cluster panel model launched in November 2024, creating six panels with biannual meetings. This model is ongoing with the most recent panel meetings being completed in May 2025. The model includes inviting representatives from relevant City Corporation departments such as Street Cleansing, Environment and Community Safety.
3. At its meeting on 3 December 2024, the Strategic Planning & Performance Committee agreed that the Plan would achieve the following outcomes:
 - a. To improve public trust and confidence in the City of London Police
 - b. To reduce crime in hotspot areas following targeted crime prevention advice
 - c. To inform the public on how to protect themselves from crime as a result of crime prevention advice
 - d. To increase diversity in demographics of public surveys
4. The City of London Police have set up a Community Engagement WhatsApp channel, providing an opportunity for DWOs to broadcast one-way messages to the group of recipients. This is one of the communication methods introduced as part of our 2025 Strategic Community Engagement plan, supporting our Neighbourhood Policing Strategy. This WhatsApp channel has been advertised throughout our May cluster panel meetings, and the current follower count sits at: 105.
5. The City of London Police, Strategy and Planning team are currently working with Neighbourhood Policing to publish a Neighbourhood's Strategy to align with the recently published Policing Plan 2025-28.

Current Position

6. Members are now presented with the quarterly return of data from key metrics of the Community Engagement Strategic Plan:

Metric	Data return from February 2025 – June 2025	Strategic Insight / Commentary
a. Number of cluster panel meetings	6	One meeting per cluster was held across May

Metric	Data return from February 2025 – June 2025	Strategic Insight / Commentary
		2025 in partnership with relevant departments within the City of London Corporation. More detail can be found below this table.
b. Number of business engagements	94	<p>Breakdown of figures by Cluster and Event:</p> <p>Crime Prevention (such as bike marking, phone marking, or crime prevention stands):</p> <p>Fleet – 14 Bank – 12 Monument – 8 Barbican – 15 Liverpool Street – 15 Fenchurch – 17</p> <p>Stop the bleed campaign: Old Bailey – 2 Bloomberg Office – 1</p> <p>Reassurance to Businesses - 10</p>
c. Number of Dedicated Ward Officer (DWO) – initiated community engagement events	129 self-initiated events	<p>Events include those mentioned above, as well as Residential Engagement and engagement with schools:</p> <p>Aldgate School – 1 Northeastern University – 1 David Game College – 1 City of London Girls School – 2</p>

7. Whilst attendance at Cluster Panel meetings is not a performance metric, officers will be monitoring this information, alongside topics raised by the public. The latest review of May 2025's Cluster Panel meetings are below:

Cluster	Date of meeting	No of external attendees	Topics raised by attendees / 'You said we did':
Fenchurch	7 May 2025	5 in person 1 online	<ul style="list-style-type: none"> • Theft and phone snatching top priorities in Cluster. • Minorities Co-Op is a hotspot, they currently do not have a security guard as they are insured for all losses of products. However, argument for them to get a security guard to prevent staff being assaulted / scared. • Middlesex Street Hotel, Rape • ASB is high in Tower • Community engagement: Crime Prevention stands, Plain clothes operations, Primary school youth engagement, Hotspot patrols. • Attendees said their appreciation for CityINTEL. • CyberGriffin information was passed around. • Neighbourhood Policing's WhatsApp QR code was circulated.
Fleet	8 May 2025	6 in person	<ul style="list-style-type: none"> • DWO Jack Gibbins said he is hoping to get more officers in Fleet. Issue is that it is far from Bishopsgate, when officers are on the way over to Fleet to patrol, they are more likely to get called out elsewhere or flagged down by the public. • Emerging Risks: Thefts, Demonstrations, ASB (particular in Holborn) and spiking will likely increase in the summer. • One Common Councillor / Resident raised concern of youths on bicycles on Shoe Lane near the Deloitte building. She has confronted them and they have moved on but they are there often causing ASB. • DWO Planned Activity: • Patrols to combat phone thefts. • Engagement: phone marking, crime prevention stands, coffee with a cop.

			<ul style="list-style-type: none"> • ASB patrols around Holborn • Cycle Squad with 7 new PCs • Issues raised by attendees: • 1. Rough sleeper at Dunstan's Court - cleansing are there regularly and CoLP + StreetLink are aware. • A CPN has been issued, he has breached it and been arrested. DWO Gibbins to check the exact wording of CPN to see if he is in breach of it again, or if there may be a loophole, etc. "you cannot be in this particular area of Dunstan's Court", if this is the case Gibbins will rectify.
Monument	8 May 2025	4 in person	<ul style="list-style-type: none"> • Top priorities in the cluster are all other theft offences and shoplifting. With summer approaching, these are likely to increase due to rise in footfall - especially in relation to the nighttime economy. • Hotspots are the bridge area - Pret, Starbucks and Tesco. Candlewick and Langbourn have experienced similar issues. • 64 phone snatches (an increase of 39% from the previous month) have been attributed to high footfall with Weds and Thursdays being peak times with snatchers masquerading as delivery cycles. • DWOs pushed the importance of phone marking to increase the chance of stolen phones not being as attractive a proposition for criminals. • BID funded phone marking will be taking place in Leadenhall and Aldgate 21.05.25 between 12pm and 2pm. • Update on rough sleepers' encampment at Peninsula House. Improved situation re level of offending over the last few months. Cleansing has been able to access the site.

			<ul style="list-style-type: none"> • Presentation from CyberGriffin to encourage take up of free offer around online safety and cyber awareness for residents and businesses. • Feedback from the attendees: Cluster Priorities going forward to remain the same, but the nighttime economy priority should be broadened to include more visibility in and around Lime Street (or other areas in response to intelligence) where drinking earlier in the day is causing issues. • City of London WhatsApp group details circulated
Liverpool Street	13 May 2025	11 in person 6 online	<ul style="list-style-type: none"> • Group was informed that the number of DWOs will be increasing to 5 shortly. • Shoplifting and theft are the top priorities of the cluster. To address concerns there has been an increase in the number of reassurance patrols with the DWOs taking a tougher line to discourage offenders. • Drugs offences are mainly related to possession. • The 2 rapes included in the stats relate to an historical report and one that lies within the Met Police area. • Overall, there is good news with overall crime rates down across the board. • Agreed ward priorities going forward: Shoplifting and theft; Increased foot patrols and visibility around the nighttime economy; ASB related to cycling including dumping of Lime Bikes and bad behaviour of cyclists generally. • Issues / Questions raised by attendees: Clarity on Police action around people refusing to leave a shop. Response from DWO - depends on incident but usually police will only attend if there is a

			<p>fear or threat of violence in a public place.</p> <ul style="list-style-type: none"> • Are BTP working in collaboration with CoLP? Response from DWO that there is some good collaborative work around strands such as VAWG but BTP have their own priorities as a national force which they concentrate on. • Question around how all 6 Clusters work together to ensure one problem isn't tackled and addressed to simply move across to another Cluster. DWOs reassured that the policing across the City is intelligence and data led to guard against this with the Cycle Teams able to react to trends. • Reported that the phone snatching campaign and street marking had been well received. She would like to see an educational campaign around this locally (Cornhill)
Barbican	15 May 2025		<ul style="list-style-type: none"> • At time of writing, meeting has not taken place.
Bank	21 May 2025		<ul style="list-style-type: none"> • At time of writing, meeting has not taken place.

8. This information and insight will provide officers evidence at the end of the Cluster Panel model pilot in December 2025 to assist with evaluation. The topics raised will be looked into by teams and this will feed into 'you said, we did' updates in the future.
9. In February 2025, we held a structured debrief of the new mode of Cluster Panel meetings, to review the mode's impact. Various recommendations were made and have been considered in the May 2025 meetings. A selection of these recommendations: Clusters to be treated as individuals, with unique issues. Strategy and Planning are to work with Neighbourhood Policing to promote internal partnership working. Improve advertisement of Cluster meetings to attract larger attendance.

Wider community engagement since February 2025

10. Since the last report to the SPPC, the following Police-led or community safety focused engagements have taken place or are due to take place soon:

No.	Date	Engagement	Stakeholder group
1	03/02/2025	Faith in the City, City Belonging Launch, Mansion House	Workers / Businesses / Faith Groups
2	03/02/2025	City Question Time	Residents / Businesses
3	03-14/02/2025	London Careers Expo	Businesses
4	14/02/2025	CoLP x Corporation Joint Victims Strategy	City wide
5	03/03/2025	Veterans in the Square Mile Launch Event	Veterans
6	05/03/2025	Public Women's Night Walks	Workers / Residents
7	05/03/2025	Phone snatching, blue plaque initiative	City wide
8	10/03/2025	Public Women's Night Walks	Workers / Residents
9	12/03/2025	International Women's Day Reception / Launch of Women in the Square Mile	Women / Workers
10	19/03/2025	Public Women's Night Walks	Workers / Residents
11	24/03/2025	Public Women's Night Walks	Workers / Residents
12	02/04/2025	Welfare and Vulnerability Engagement (WAVE) Training to customer facing workers	Workers / Businesses
13	09/04/2025	Cycle Safety Roadshow at Bank Junction	Workers
14	24/04/2025	Op Reframe in collaboration with Fleet Street Quarter BID	Workers / Residents / Businesses
15	24/04/2025	High-Visibility Day	City wide
16	29/04/2025	London Cyber Resilience Centre – NFIB x Neighbourhood Policing offered guidance to small businesses in Bishopsgate area	Businesses
17	21/05/2025	BID Funded Phone Marking Event in Leadenhall and Aldgate	Workers
18	22/05/2025	City Question Time	Residents / Businesses

11. The above engagements reflect the feedback from Members to increase engagement with businesses. We have worked with the City Belonging Project team to increase officer presence at launch events of staff networks across the City, noting that this could lead to better engagement opportunities to deliver on our Equity, Diversity and Inclusion strategy. Future engagements will be organised to reflect our Policing Plan 2025-28 priorities which came into effect in April 2025.

Conclusion

12. This report highlights the City of London Police's commitment to fostering community trust, reducing crime, and improving public safety through robust engagement initiatives. Key progress has been made in implementing the Strategic Community Engagement Plan, particularly in hosting diverse community events, increasing visibility through high-visibility patrols, and engaging with under-represented groups via platforms such as WhatsApp and NextDoor.
13. The initiatives such as "You Said, We Did" logs and interim evaluations of cluster panel meetings demonstrate a proactive approach to incorporating community feedback. Continued alignment of engagement efforts with the Policing Plan 2025-28, with particular focus on the planned Neighbourhood Strategy will further strengthen partnerships and enhance service delivery.
14. The City of London Police has made meaningful strides in implementing its strategic priorities, and with sustained effort and targeted adjustments, it is well-positioned to build on these successes to create a safer and more inclusive City environment.

Background papers

- *Strategic Community Engagement Plan: Keeping those who live, work and visit the City safe and feeling safe* – joint report of the Commissioner of Police and the Police Authority Director presented to the Strategic Planning & Performance Committee on 26 September 2024 and the Police Authority Board on 2 October 2024.
- Community Engagement Quarterly Update & Measures of the Strategic Plan – Report of the Commissioner of Police presented to the Strategic Planning & Performance Committee on 12th February 2025.

Appendices

- None

Report Author:

Kieran Clark
Strategy and Engagement Officer
Kieran.clark@cityoflondon.police.uk

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