

Our plan on a page

We are a local force with a national role that is trusted by our communities to deliver policing with professionalism, integrity and compassion

Our priorities

Keeping those who live, work and visit the City safe and feeling safe	Protecting the UK from the threat of economic and cyber crime	Putting the victim at the heart of everything we do
We will prevent and tackle crime, from the most serious offences affecting the most vulnerable, including terrorism and violence against women and girls, through to lower level crime that we know our communities are also concerned about, such as antisocial behaviour	We will lead the policing response to the threat from fraud and cyber-crime, delivering aims that are aligned to the National Fraud Strategy and objectives of the National Economic Crime Centre	We will strive to constantly improve victim experience, from first contact through to the end of judicial process, focussing on positive outcomes for victims and bringing more offenders to justice

Our priorities also support delivering our obligations under the **Strategic Policing Requirement**, which addresses those threats that transcend force borders and require a coordinated or aggregated response. Currently those threats are terrorism, civil emergencies, serious organised crime, public order, a national cyber security incident and child sexual abuse.

Our Force Strategy 2022-27 details our organisational priorities (our “enablers”) that support delivery of our operational priorities

People: to have an innovative, skilled, diverse and agile workforce	Assets: to be a force that is at the forefront of modern policing	Efficient and effective processes and systems that provide an efficient service for our communities and partners
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We will deliver our priorities with professionalism, integrity and compassion

PROFESSIONALISM – taking pride in delivering our services professionally and diligently	INTEGRITY – ensuring we earn the trust of our communities through honesty and always doing the right thing	COMPASSION – supporting equality, recognising everyone is different but ensuring all are treated with care and respect
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Our measures of success

[High level indicators of success here when agreed]

City of London Police Vision and Values

We are a local force with a national role that is trusted by our communities to deliver policing with professionalism, integrity and compassion.

Our vision contains our core values that underpin everything we do and express what we stand for:

PROFESSIONALISM	INTEGRITY	COMPASSION
<ul style="list-style-type: none">• Professionalism is a trait that we value highly; it refers to doing things correctly in a timely manner and taking pride in everything we do.• We will conduct professional and thorough investigations into crimes, doing everything possible to protect those who are most vulnerable.• We expect our officers and staff to be committed to professional development, both for themselves and for those they supervise, and to be able to make sound operational decisions based on discretion and common sense.• We also want our employees to set an example for others. Our professionalism will ensure that we meet the requirements and demands of our communities by providing them with high-quality, timely, efficient, and effective services.	<ul style="list-style-type: none">• Integrity is about being trustworthy, honest and doing the right thing.• We expect our officers and staff have the confidence and support of their colleagues to challenge behaviour that falls below expected standards.• Our behaviour, actions and decisions will always support the public interest and those we work in partnership with.• We value public trust and confidence in policing and to earn this we will be open to scrutiny and transparent in our actions. We will respond to criticism with a willingness to learn and change.• We will ensure that the public can have confidence in the integrity of the data used and published by us; we will make sure that all crime is recorded ethically and in accordance with all current guidance.	<ul style="list-style-type: none">• To ensure that our communities receive the best possible service, our officers and staff follow our core values. Acting with humanity and kindness.• We believe in mutual trust and respect, and in valuing diversity in our role both as an employer and as a public service provider.• We will support equality by creating an environment that maximises everyone's talents to meet our own needs and those of the communities we serve.• We understand that every individual is unique. Compassion is essential to ensure that everyone is treated with care and respect, regardless of their differences.

Our Operational Policing Priorities

Keeping those who live, work and visit the City safe and feeling safe

We will:

- Protect the people, places and infrastructure of the City of London from the threat of national and international terrorism
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- Focus on preventing and tackling violence against women and girls
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- Prevent and tackle volume crime and the most serious crimes that impact the most vulnerable in society
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- Work with our partners to address antisocial behaviour in the City of London
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- Work with our partners to reduce the fear of crime and perceptions of crime in the City of London

Protecting the UK from the threat of economic and cyber crime

We will:

- Help to ensure people and organisations are prevented from being victims of fraud and cyber crime, and victims are supported
-
- Ensure our resources are deployed efficiently and effectively against fraud and cyber threats
-
- Maximise our capability and capacity to detect, disrupt and deter perpetrators of fraud and cyber crime
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- Improve public confidence in the Action Fraud reporting service

Putting the victim at the heart of everything we do

We will:

- With our partners put the victim at the heart of what we do both locally and in our role as national lead force for cyber and fraud.
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- Constantly strive to improve the victims experience from our first contact through to conclusion of judicial process.
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- Continue to professionalise and improve our investigation processes focusing on how we achieve positive outcomes for victims of crime
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- Continue to focus on bringing more offenders to justice and working with partners to prevent re offending

Our Organisational Priorities

These are our enablers that support delivery of our operational priorities and will help us to achieve our vision. More information on these priorities and the plans that will deliver them can be found in our Force Strategy 2022-27.

People: to have an innovative, skilled, diverse and agile workforce
We will

- Support and develop our staff ensuring legitimacy, transparency and accountability in everything we do
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- Create an environment where diversity of thought and inclusion thrives
-
- Ensure the wellbeing of our staff is at the forefront of what we do
-
- Work to ensure our workforce is representative of the communities we serve
-
- Attract and retain the best talent, exploiting the opportunities that come with policing an area like the City of London and our national lead roles
-
- Ensure open and fair channels for lateral and upward progression
-
- Ensuring leadership engagement at all levels.

Assets: to be a force that is at the forefront of modern policing
We will:

- ensure our buildings and infrastructure are modern and fit for delivering 21st century policing
-
- Ensure our fleet is able to meet the changing environment of the City of London and can respond to the diverse requirements of policing
-
- invest in our information technology making sure our officers and staff have the information and systems to do their jobs
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- be innovative and data driven in fighting crime, embracing new technologies such as machine learning and artificial intelligence
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- invest in the skills of officers in digital investigations, forensics, intelligence, and insight to improve our performance in reducing crime and bringing offenders to justice, plus how we use technology to improve the service and communication with the communities we serve

Provide an efficient service for our communities and partners
We will:

- Ensure efficient and effective use of our funding and resources to provide best value for money, through single service provision, removing duplication and constantly challenging ourselves to be the best that we can be
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- Ensure our processes and systems are effective and efficient to support the needs of our communities, for example by making it easy to report crime or access information
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- Ensure our response is tailored to the needs of the communities we serve
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- Work collaboratively with our partners in law enforcement and other sectors to ensure the best outcomes for our communities and victims of crime
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Our measures of success

These are the measures that we will be held to account against (*note currently being worked up – below are indicative ideas*)

Keeping those who live, work and visit the City safe and feeling safe		Protecting the UK from the threat of economic and cyber crime		Putting the victim at the heart of everything we do	
City of London Police organised crime group (OCGs) disruptions are sustained (with higher proportion of major and moderate disruptions or seek to increase disruptions against higher harm OCGs)	Maintain stakeholder perception that City of London are dealing effectively and efficiently with public order incidents and working with partners enable a timely return to normality	90% of surveyed respondents find it easier to spot a scam following engagement events or direct communications	Educate businesses and communities on threats and risks of economic/cyber crime and measures they can take through protect messaging and events	To maintain baseline levels of 2019/20 with regard to the percentage of survey respondents who are satisfied with the Action Fraud reporting service (telephone and online)	National - Improve satisfaction among victims, with a particular focus on victims of domestic abuse
Contribute to planning/testing and exercising at a multiagency level to ensure the City is prepared to respond to Terrorism attacks	Educate City businesses and communities on what to be aware of in relation to Counter Terrorism through in person events and e-learning	Support UK policing to increase the number of judicial outcomes recorded in Fraud cases disseminated by NFIB	A reduction in the number of cyber dependant crimes	Continue to publicise process for multiagency strategy meetings to ensure they are held where appropriate to provide a holistic approach to supporting children that come to police attention.	Through the provision of support and advice reduce the proportion of female victims of violence who withdraw from criminal justice proceedings
Tackling high harm repeat offenders to lower their impact in the City	National - Reduce neighbourhood crime	Maintain good use of serious crime prevention and other ancillary orders to prevent and deter crime	Reduce the number of investigations without an outcome within 2 years of NFIB dissemination	Maintain positive interactions through the mental health street team to refer people in crisis to appropriate services	Achieve a reduction in the percentage of case files failing CPS review
Ensure police make appropriate use of their powers to tackle and deter anti-social behaviour	National - maintain low levels of homicide and crimes involving the discharge of a firearm	Economic Crime Academy delegate training numbers are sustained with 90% satisfaction rate		Maintain agreed contact levels with victims as set out in the Victim's Code of Practice	Maintain a positive outcome rate above the national average for policing
Maintain current national grading in relation to the quality and effectiveness of Project Servator resolution conversations	Roads Policing - Reduce road harm by contributing to local, regional and national days of action and reduction campaigns			Quality assure Public Protection Notices (PPNs) to enable effective referrals to partners and timely provision of support to individuals identified as vulnerable	

BACKGROUND INFORMATION

Working collaboratively

We recognise that we cannot deliver everything in this plan alone. We work closely alongside a broad range of partners, from local to national and international (including the British and other governments) to ensure our service is effective and efficient in protecting victims and communities.

We have forged alliances with groups such as the Global Cyber Alliance, Homeland Security in the US, the District Attorney's Office in New York and numerous police forces in other jurisdictions (including Interpol), many with the approval of the Home Office and Foreign Office. This helps us to tackle emerging threats relating to organised crime and terrorism, which ultimately benefits the City of London and UK citizens.

Our work tackling fraud particularly benefits from close association with UK finance organisations which include the Associations of British Insurers, UK Finance and CIFAS, amongst others.

Our national lead force responsibilities mean we work closely with other national agencies, both strategically and operationally to protect the UK from serious threats of fraud and economic crime



Our work with the SCP tackles local crime and antisocial behaviour issues, ensuring a coordinated, cross sector and sustainable approach to these issues. The partnership plays a crucial role in problem solving and crime prevention in the City of London.

Our partnership work with the Corporation of London ranges from planning for large scale events and a Joint Command and Control Centre, tackling antisocial behaviour to safeguarding vulnerable adults and children.

It includes our involvement in the Secure City Programme, which aims to future-proof the City of London with cutting edge technology to enhance our security arrangements.

We deliver several services with the MPS and BTP to protect London and provide a seamless policing service across the capital. We also work with agencies such as Transport for London, ensuring a consistent and coordinated approach to tackling issues within London. Additionally, we work with a number of other forces across a range of matters, including protective security, fraud, intelligence and threats that extend across force boundaries.