

Committee(s): Strategic Planning & Performance Committee Police Authority Board	Dated: 11 February 2025 12 February 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: Emma Cunnington, Head of Strategy & Planning	

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 since November 2024. 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 November 2024, 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. 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

Current Position

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

Metric	Data return from November 2024 – January 2025	Strategic Insight / Commentary
a. Number of cluster panel meetings	6	One meeting per cluster was held across November 2024 in partnership with relevant departments within the City of London Corporation. More detail can be found below this table.
b. Number of business engagements	7	Events included: Crime Prevention Stalls Stop the Bleed (Specifically one held at Bloomberg office) VAWG Awareness Stand City Question Time (CoLP stall)

Metric	Data return from November 2024 – January 2025	Strategic Insight / Commentary
		<p>Launch of City Muslim Network (attended by CoLP Engagement)</p> <p>New Year Gym Theft Campaign</p> <p>Op Reframe</p>
c. Number of Dedicated Ward Officer (DWO) – initiated community engagement events	115 total events (65 were officer initiated and 50 were requested by the community)	Types of events included: Crime Prevention stalls Bike Marking Stop the Bleed Walk & Talk
d. Time dedicated to DWO high-visibility cluster patrols	185.5 hours	
e. Volunteer time dedicated to community engagement (hrs)	Return not yet available.	Officers are improving the data capture mechanism to be able to understand volunteer hours more broadly than volunteer hours by Specials, which is what is currently easily captured.
f. Confidence score in the City of London Police's public confidence survey	<ul style="list-style-type: none"> From 1st October to 31st December 2024, the average confidence score has been 3.31 out of 5. This is a minor increase from previous quarter (3.29 [+0.02]) The most positive talking points in responses during this period have included the words or phrases: 'outcome', 'speed of service', 'advice' and 'helpful'. The most negative talking points in responses during this period have included the words or phrases: 'fraud', 'helpful', 'speed of service', 'animal', 'impact' and 'weapon'. 	<p>The response rate has been fairly limited since its launch in July 2024, despite support from the City Corporation in promoting the survey through its existing channels (e.g. digital noticeboards, City Resident, City Belonging newsletter etc).</p> <p>CoLP Communications Team are working on a refreshed plan to promote the survey further, for example by mentioning it in news releases, more social media posts and by creating a physical handout that our own officers can use whilst on patrol.</p>

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<p>g. Demographic breakdown (gender, ethnicity, age) of respondents to the City of London Police’s public confidence survey</p>	<p>Gender:</p> <table border="1" data-bbox="611 376 981 607"> <thead> <tr> <th>Gender</th> <th>Average confidence score</th> <th>Total no of responses</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>3.3</td> <td>23</td> </tr> <tr> <td>Female</td> <td>3.4</td> <td>18</td> </tr> <tr> <td>Other</td> <td>1</td> <td>1</td> </tr> <tr> <td>undisclosed</td> <td>2.1</td> <td>21</td> </tr> </tbody> </table> <p>Age:</p> <table border="1" data-bbox="611 678 981 947"> <thead> <tr> <th>Age bracket</th> <th>Average confidence score</th> <th>Total no of responses</th> </tr> </thead> <tbody> <tr> <td>16-24</td> <td>5</td> <td>1</td> </tr> <tr> <td>25-34</td> <td>2.8</td> <td>12</td> </tr> <tr> <td>35-64</td> <td>3.3</td> <td>28</td> </tr> <tr> <td>65+</td> <td>4</td> <td>4</td> </tr> <tr> <td>undisclosed</td> <td>4</td> <td>18</td> </tr> </tbody> </table> <p>Ethnicity:</p> <table border="1" data-bbox="611 1019 981 1384"> <thead> <tr> <th>Ethnicity</th> <th>Average confidence score</th> <th>Total no of responses</th> </tr> </thead> <tbody> <tr> <td>White British</td> <td>3.2</td> <td>24</td> </tr> <tr> <td>White Other</td> <td>4</td> <td>5</td> </tr> <tr> <td>Asian</td> <td>4.4</td> <td>5</td> </tr> <tr> <td>Mixed</td> <td>1.7</td> <td>3</td> </tr> <tr> <td>Black</td> <td>3.7</td> <td>3</td> </tr> <tr> <td>Other</td> <td>3</td> <td>2</td> </tr> <tr> <td>undisclosed</td> <td>2</td> <td>21</td> </tr> </tbody> </table>	Gender	Average confidence score	Total no of responses	Male	3.3	23	Female	3.4	18	Other	1	1	undisclosed	2.1	21	Age bracket	Average confidence score	Total no of responses	16-24	5	1	25-34	2.8	12	35-64	3.3	28	65+	4	4	undisclosed	4	18	Ethnicity	Average confidence score	Total no of responses	White British	3.2	24	White Other	4	5	Asian	4.4	5	Mixed	1.7	3	Black	3.7	3	Other	3	2	undisclosed	2	21	<p>36% of respondents identified as male, whereas 28% of respondents identified as female. Female respondents reported a slightly higher confidence in the City of London Police than male respondents.</p> <p>Whilst the highest average confidence score fell in the 16-24 age bracket, this was only one respondent. The majority of respondents (44%) fell into the 35-64 age bracket. 25-34 year old respondents have the lowest levels of confidence in the City of London Police with an average score of 2.8.</p> <p>The majority of respondents identified as White British (38%) or undisclosed (33%). The highest average confidence score of 4.4 was given by those who identified as Asian.</p>
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<p>h. DWO Nextdoor activity (no of posts)</p>	<p>1 x Next Door Post 17 x #CityNHP posts on X (formerly known as Twitter)</p>	<p>City of London Police have set up a Community Engagement WhatsApp channel, which provides an opportunity for Dedicated Ward Officers to broadcast messages ‘one-way’ to a group of recipients. A WhatsApp channel can be found by people searching online or via an invite link, where any smartphone user can</p>																																																									

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		<p>then choose to follow the channel.</p> <p>The City of London Police communicates in lots of ways, including social media channels, that offer opportunities to target different audiences and engage in two-way dialogue. We are introducing a (single Local Policing) WhatsApp channel to broadcast the details about activities or events where City of London residents, workers and visitors can interact with their local police service.</p> <p>A City of London Police WhatsApp channel will provide a further community engagement opportunity to share City-specific policing updates to those who live, work and visit the City of London, without needing to download a new app or sign up for another account.</p> <p>It is one of the communication methods we are introducing as part of our 2025 Strategic Community Engagement Plan and supports our Neighbourhood Policing Strategy, especially to further promote understanding about Dedicated Ward Officers and Local Policing Cluster meetings.</p>

Metric	Data return from November 2024 – January 2025	Strategic Insight / Commentary
i. Number of 'you said – we did' problem-solving logs for cluster panel meetings	6	<p>Barbican Cluster: ASB/ Cycle/E scooter E bike: Op Lewis Joint deployment, NHP & Cycle team: Aldersgate. Beech St Tunnel 4 Bike Marking 7 x FPNs (Fixed Penalty notices) 23 TORS (Traffic Offence Report) 47 Key messages</p> <p>Liverpool St Cluster: 1.Retail Theft: Occurrence Management Plan in place for Hotspot location which involves both uniform and plain clothes police officer deployment at key times/locations to prevent & detect theft.</p> <p>2.Begging/ Rough Sleeping: Op Luscombe continued engagement with homeless communities. Diversion route in place with partner agencies for referrals. Regular deployments with Rough Sleeping lead and Dedicated Ward Officers within the cluster area. Future plans for joint up working with CoLP and BTP at Liverpool St.</p> <p>Fenchurch St Cluster: ASB/ Cycle/E scooter E bike: Aldgate Square Op Lewis Joint deployment, NHP & Cycle team planned for Spring 2025.</p>

Metric	Data return from November 2024 – January 2025	Strategic Insight / Commentary

4. 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 November's Cluster Panel meetings are below:

Cluster	Date of meeting	No of external attendees	Topics raised by attendees
Bank	6 November 2024	2 in person 3 online	<ul style="list-style-type: none"> • Positive experiences with CoLP following incident at Innholders' Hall
Liverpool St	7 November 2024	10 in person 5 online	<ul style="list-style-type: none"> • Fraud reporting • Litter picking • Lime docking bikes in non-designated zones • Fear of gang-related violence in East London
Fenchurch St	7 November 2024	0 in person 7 online	<ul style="list-style-type: none"> • Noise from unlicensed premises at unsocial hours • Urination and defecation • Rough sleepers • Cyclists jumping through red lights
Fleet	13 November 2024	12 in person 7 online	<ul style="list-style-type: none"> • Urination and defecation • Graffiti • Rough sleepers
Monument	13 November 2024	8 in person 2 online	<ul style="list-style-type: none"> • Praise for walk & talk initiative • Praise for high-vis patrols over bridges to deter beggars • Praise for response times to an incident at Northern & Shell
Barbican	27 November 2024	17 in person 1 online	<ul style="list-style-type: none"> • Lime bike users running red lights at Barbican crossing • Pavement cyclists • Waitrose deliveries causing access issues • Homelessness at CLSG, top of Long Lane, Barbican station and entrance to Tesco near Barbican Station • Skateboarding • Filming pornography in Long Lane

5. 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. An interim evaluation debrief session is being held with Local Policing in early February 2025 to make improvements ahead of the April 2025 series of meetings.

Wider community engagement since September 2024

6. 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	06/11/2024	Op Morden Crime Prevention Stand, One New Change	Workers / Visitors
2	19/11/2024	Licensing Engagement Forum at Nomura with a focus on Hate Crime	Workers / Businesses
3	25/11/2024 - 10/12/2024	16 days of activism against Gender Based Violence (Social Media posts, Awareness Stand at Blackfriars)	All
4	28/11/2024	Op Reframe, Liverpool Street	Workers / Visitors
5	05/12/2024	Stop the Bleed Session, Bloomberg	Workers / Businesses
6	10/12/2024	VAWG Awareness Stand, Blackfriars	Workers / Visitors
7	10/12/2024	City Question Time	Residents
8	11/12/2024	City Muslim Network Launch Event	Workers / Businesses / Faith Groups
9	12/12/2024	Youth Engagement Event, Bishopsgate	Students / Young People
10	13-17/01/2025	Gym Theft Campaign	Workers / Businesses / Residents
11	16/01/2025	Op Reframe	All
12	23/01/2025	Careers day at Jewish College, Borehamwood	Students / Faith Groups
13	03/02/2025	Faith in the City, City Belonging Launch, Mansion House	Workers / Businesses / Faith Groups
14	03-14/02/2025	London Careers Expo	Businesses
15	05/03/2025	Public Women's Night Walks	Workers / Residents
16	10/03/2025	Public Women's Night Walks	Workers / Residents
17	19/03/2025	Public Women's Night Walks	Workers / Residents
18	24/03/2025	Public Women's Night Walks	Workers / Residents

7. The above engagements reflect the feedback from Members to increase engagement with businesses since September 2024. 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 will come into effect from April 2025.

Conclusion

8. 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 like WhatsApp channels and the Public Confidence Survey.
9. While the data reflects a minor improvement in public confidence and outlines a comprehensive list of activities, challenges remain in areas such as increasing participation rates in surveys, addressing demographic disparities, and maintaining consistency in volunteer engagement metrics. For example, the disproportionately low response from some age and ethnic groups underscores the need for targeted outreach efforts.
10. Looking ahead, 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 will further strengthen partnerships and enhance service delivery. In conclusion, 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 26th November 2024 and the Police Authority Board on 3 December 2024.

Appendices

- None

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