

Policing Plan Performance Report

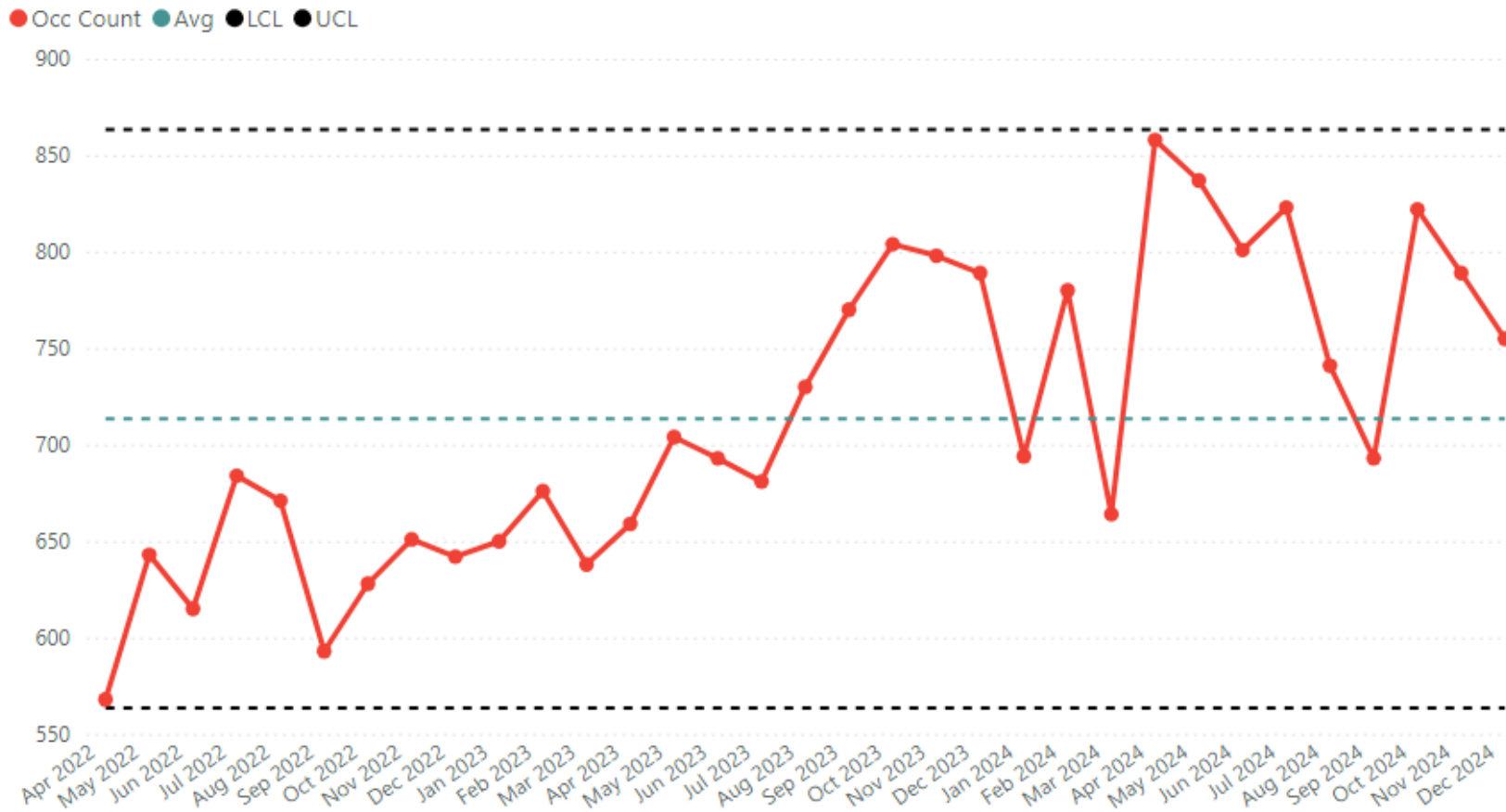
Quarter 3 2024/25



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

0.1 Background

All Crime



Crime Increased this quarter (+109 ~ 5%), however within normal tolerance levels.

We expected crime to increase again October in line with past seasonal variations seen which was realised however crime reduced again in November and December which hasn't been the traditional seasonal trend.

In the 12month period to date (January 24 - December 24) all crime is still significantly higher (+ 8% ~ 665 crimes) than the previous 12 months (January 23 - December 23).

The increase between Quarters 2 and 3 this year (2024/25) is significantly lower than the increase seen between Quarters 2 and 3 last year (2023/24) which was 10% (210 crimes).

In our neighbouring force (Metropolitan Police Service) they experience a similar trend with crime increasing by 2% in the past 12 months (Jan 2024 – December 2024), with a 5% decrease from November 2024 to December 2024.

Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
2391	2138	2496	2257	2366

1.1

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

Reduce Neighbourhood Crime

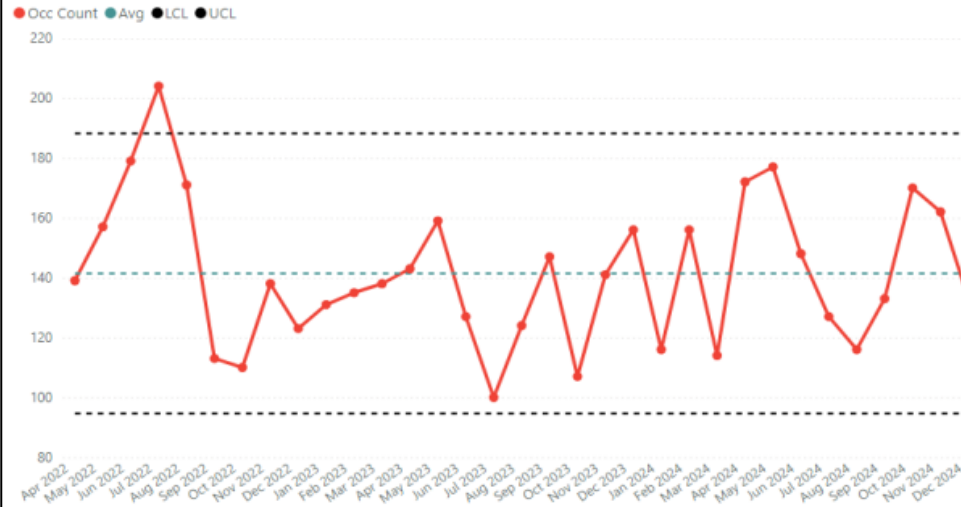
Neighbourhood crime has increased by 23% this quarter (+89) in comparison to last quarter (Q2 24/25) and is an increase of 15% compared to Q3 23/24. Analysing data for the most recent 12-month period (Jan 24 – Dec 24) and comparing it to the preceding 12 months (Jan 24 – Dec 24), there has been a 7% (+116) increase in neighbourhood crime the past 12 months partially due to the peak of crime seen in Q1 24/25.

Neighbourhood crime continues to be driven by ‘theft from the person’ offences making up 85% of neighbourhood crime. This is a similar proportion to past neighbourhood crime.

“Theft from the person” specifically recorded a 34% increase this quarter (+106) compared to last quarter (Q2 24/25) and a 24% increase (+80) from Q3 in 2023/24. These offences continue to primarily relate to theft of phones (76% this quarter) with the main modus operandi for these offences snatches (31% this quarter) and dipping with 21% of offences relating to items taken from a pocket.

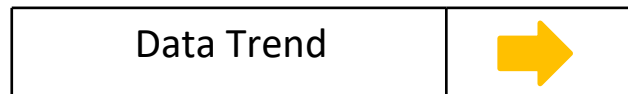
CoLP continue to provide a good service level in response to theft, robbery and burglary incidents attending 100% of occasions where an incident is raised on our command and control system (usually as a result of a call to police) with 90% of all immediate incidents within the 15min timeframe (on average 10min) and 96% of all Significant graded incidents within the 60min timeframe (on average 38min). These are minor increases in time taken to respond but 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 Jan 24- Dec 24 of 2%. The proportion of our offences recorded in 2024/25 that have so far resulted in a positive outcome is 1%, with 85% resulting in no suspect identified, and 6% not yet assigned an outcome. This is consistent with national proportions for “theft from person” offences.



Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
404	386	497	376	465

BURGLARY	3
VEHICLE CRIME	25
ROBBERY OF PERSONAL PROPERTY	41
THEFT FROM THE PERSON	396



Response

Intelligence led policing continues to tackle neighbourhood crime, identify key offenders for theft offences driving our neighbourhood crime profile.

The acquisitive crime board (ACB) ensures officers across local policing are tasked to hotspot locations and are intelligence led. There is a particular focus on ‘theft from the person’ offences, specifically phone snatches and bag theft offences at present.

Q3 funding for Op Goliath provided proactive plain clothes operations and disruption in Theft From Licensed Premises hotspots, resulting in 38 arrests (some for multiple linked offences) and intelligence gained on wider OCGs. Op Gavroche (gym thefts) instigated for January with proactive crime prevention letter to all gyms and targeted patrols at peak times as this is a seasonal trend we expect to see in Q4.

Additional funding to support prevention activity aligned to phone snatches (Op Niven) has been agreed to provide increased awareness campaigns in the coming quarter, managed through the ACB. Engagement with the MPS is taking place to discuss their permanent phone marking initiative to learn lessons for potential rollout in the City in 2025.

An investigation into a large-scale conspiracy to handle stolen goods, namely smart phones and electronic devices stolen from across London, and the associated money laundering. This is a collaborative approach across CoLP and the MPS and stems from the proactive work from CoLP into phone snatches conducted in 2024. This also includes an industry engagement strand with key technology companies, understanding their proprietary protections and how these are being circumnavigated to reduce opportunities for offenders.

CoLP continues to seek long term offender management tools to prevent reoffending with 2 Criminal Behaviour Orders restricting entry to the city, directly related to neighbourhood crime offenders issued in the period.

1.2

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

Reduce Violent Crime

Violent crime has increased this quarter by 12% (+49) compared to last quarter (Q2 24/25) and 6% (+24) compared to Q3 23/24. With a peak of violence offences recorded in December 24. Analysing data for the most recent 12-month period (Jan 24 – Dec 24) and comparing it to the preceding 12 months (Jan 23 – Dec 23) there has been an 10% increase in violent crime (+141). This is slightly higher than the increase in overall crime across the same period of 8%.

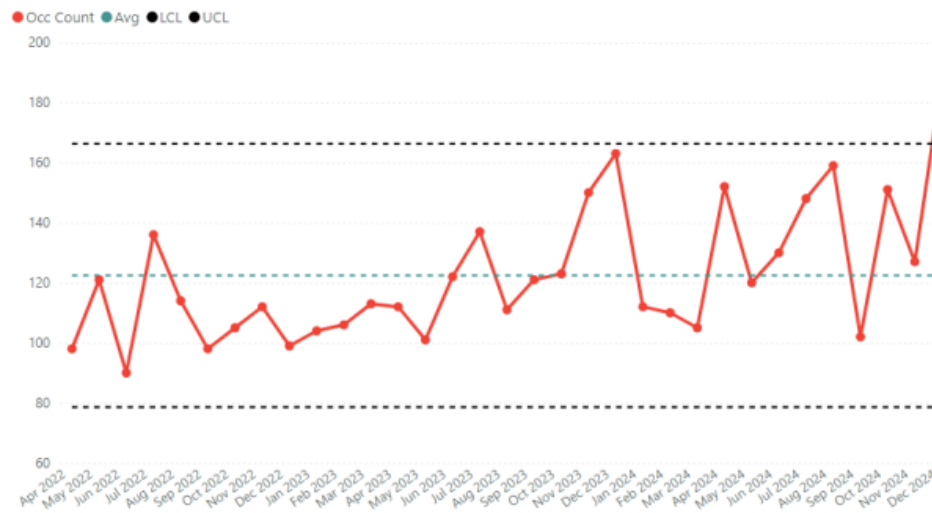
“Violence with injury” and “other sexual offences” have both seen significant increases this quarter beyond upper limits in December 2024. Rape, Violence without injury and Stalking and harassment offences have remained consistent.

For those “violence with injury” offences the predominant offence this quarter continues to be the lower harm offence of Assault occasioning ABH (71% of violence with injury offence ~ 91 crimes) however a minor increase in GBH offences was seen this quarter (+27% ~ +3 Crimes) totalling 14 this quarter (Q3 24/25).

For “other sexual offences” crimes the predominant offence was the non-aggravated “sexual assault on male/ female” offence (75% ~ 31 crimes).

37 Violent Crimes were recorded against officers in Q3 2024/25 (6% of violence offences) this is a 28% increase (8 crimes) on last quarter (Q2 2024/25) and a 12% increase (4 crimes) compared with Q3 2023/24.

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 98% of all immediate incidents attended within the 15min timeframe (on average 7 min) and 99% of all Significant graded incidents within the 60min timeframe (on average 20min), these remain similar to last quarter.



Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
436	327	402	409	460

VIOLENCE WITHOUT INJURY	281
VIOLENCE WITH INJURY	129
RAPE	12
OTHER SEXUAL OFFENCES	38

Data Trend

Response

A multi-agency approach to policing the night-time economy continues with a focus on hotspot policing. Op Unify is a hotspot, intelligence led operation with hi-visibility patrols with Bishopsgate currently reporting as the priority location.

Op Reframe has continued this quarter with ask for Angela and drink spiking testing taking place. This saw generally positive results, with guidance and education offered to staff and venues that did not perform well.

Op Soteria had the new Target Operating model signed off in line with the national requirement. This continues to support and drive the operational delivery and response across CoLP and is fundamental to the effective response to incidents and positive outcome rate for Serious Sexual Offences (covered in 1.4).

Op Tinsel, the Force’s annual Christmas campaign, took place throughout December, with enhanced resourcing on Thursday, Friday and Saturday nights to both prevent crime and provide a proactive response to incidents. We expect to see an increase of violence offences in Q3 aligned to increases in footfall especially linked to the nighttime economy footfall was 9% higher in Q3 than Q2 this year. These proactive operations increase engagement with staff and encourage reporting, with an increase in the volume and proportion of offences against staff at licensed premises and shops this quarter (+47 ~ 142%).

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

CoLP is further developing its hotspot policing and problem orientated policing (POP) approach to key crimes. In Q4 we are integrating a new mapping and evaluation tool which will improve how we link our tasking activities to crime and ASB hotspots. We will be able to produce an evidence-base about the force’s activity for operational priorities this utilises national funding to develop hot spot policing initiatives.

1.3

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

Reduce Violence Against Women and Girls (VAWG)

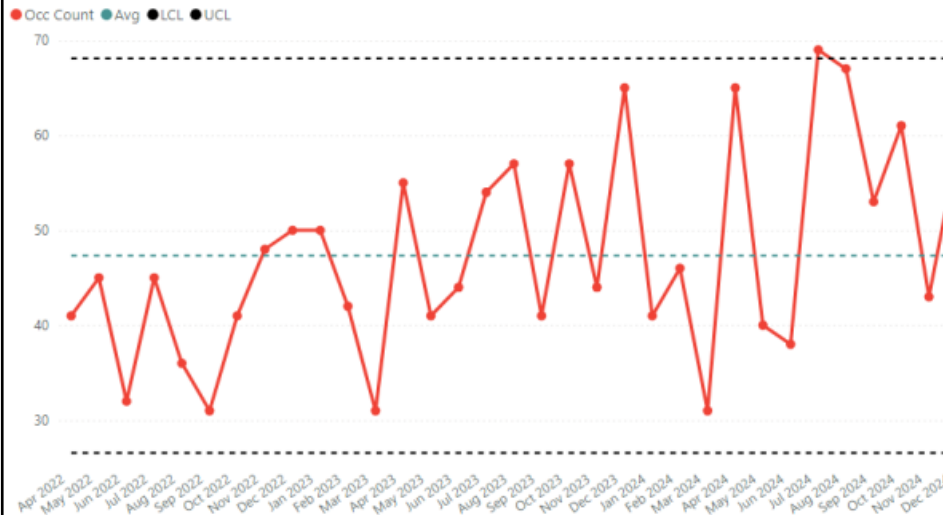
Violence against women and girls has decreased by 14% (-27) this quarter compared to last quarter (Q2 24/25) and by 2% (-4) compared to Q3 23/24. Analysing data for the most recent 12-month period (Jan 24 – Dec 24) and comparing it to the preceding 12 months (Jan 23 – Dec 23) there has been an 5% increase in VAWG crime overall (+31). This is less than both the increase in overall crime seen during the same period of 8%, and the increase in violent crime for the period of 12%.

Violence offences are the most prevalent crime type making up 51% of these offences (82 crimes), followed by sexual offences which make up 25% of these offences (41 crimes), followed by Public Order offences (threatening words and behaviour) 24% of offences (39 crimes)

These offences are largely lower harm type offences with 50% of violence offences violence without injury and for those with injury these are predominantly (49%) Assault occasioning Actual Bodily Harm crimes the lowest level of harm.

Violence against women and girls continues to make up a small proportion (7%) of all crime in this quarter and 26% of violent crime offences this quarter (including violence and sexual offences).

The Violence against Women and Girls profile of crime in the city continues not to be Domestic Abuse related (VAWG 15% this quarter) and primarily committed against non CoL residents (82%).



Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
166	118	143	189	162

VIOLENCE WITHOUT INJURY	43
PUBLIC DISORDER	39
VIOLENCE WITH INJURY	39
OTHER SEXUAL OFFENCES	31
RAPE	10

Data Trend

Response

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. Officers ran safety and crime prevention initiatives into the New Year, including ‘Ask for Angela’ testing at licenced premises, drink spiking workshops and sampling, and initiatives aimed at getting people home safely. Safe havens were available across the City as part of the response, particularly to support women during night-time economy hours.

Q3 saw officers trained in the innovative Op Vigilant approach with behavioural detection officers deployed in the NTE to identify predatory behaviour and take proactive intervention measures with individuals. This has been funded through the Home Office Serious Violence Fund.

Op Makesafe continues to be delivered across the square mile. This is to assist in addressing the issue of child sexual exploitation and working across the partnership to reduce opportunities for offending and supporting partners in identifying the signs of CSE. Q4 will also explore similar opportunities within the hotel industry across other areas of vulnerability linked to VAWG such as domestic abuse and other sexual offending.

Q4 will see a focus on Right to Ask and Right to Know and driving awareness across both the opportunities within CoLP and across relevant partnerships. This will ensure that victims are well supported and informed to enhance greater opportunities for safeguarding and reduce repeat offending.

1.4

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 is 21.6% an increase on the previous 12 months.

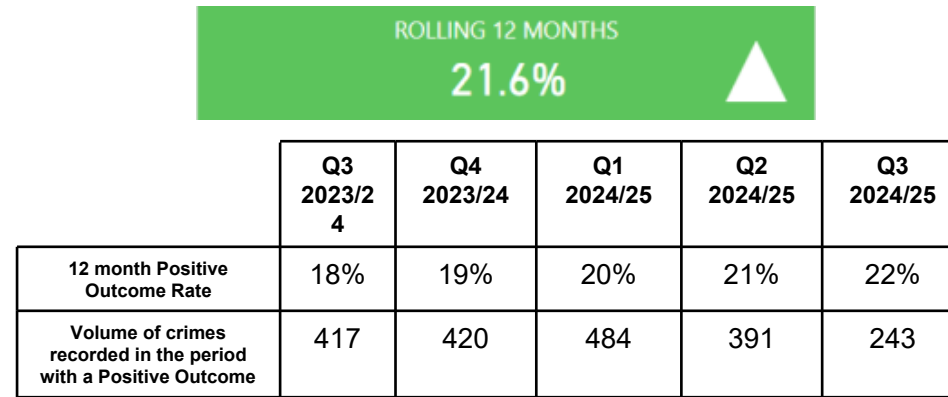
Predictions indicated that performance would be maintained but City have increased their positive outcome rate over the last 12 months, which is a good indicator of the positive work ongoing even with increases in crime.

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.)

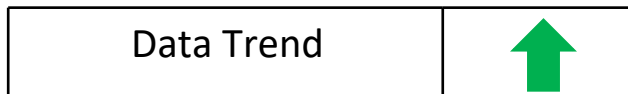
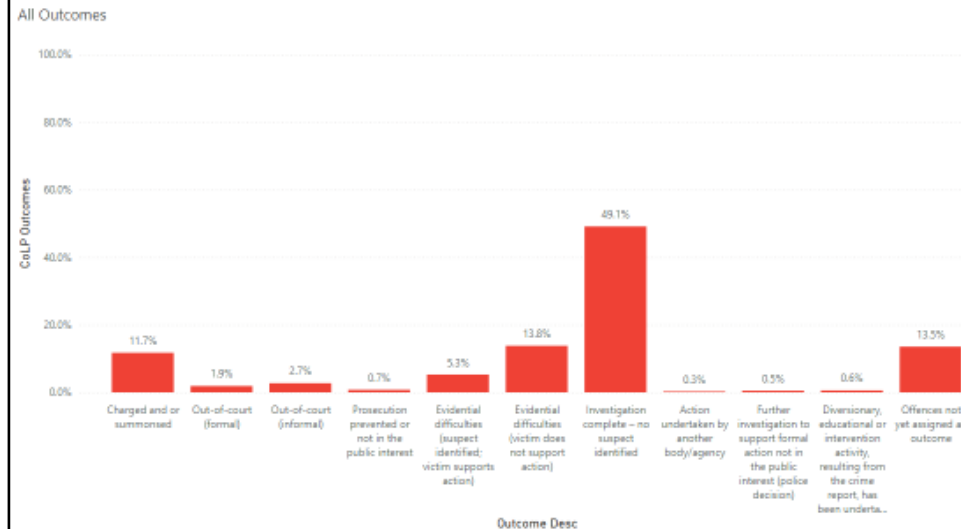
Nationally 10% of Crimes recorded between April 23 and March 24 (the latest available period) had received a positive outcome by June 24.

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 16.3% for crimes recorded between Jan 24 and Dec 24 which is 6.3% higher than the national average proportion and already 111 more crimes resulting in a positive outcomes that the previous 12 months (Jan – Dec 23) with 13.5% still under investigation.

However positive outcomes are reviewed CoLP consistently exceeds national averages.



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.



Response

There has been continued investment in our core criminal investigation and public protection teams, to continue to improve our investigative response and providing the very best service to victims of crime. This level of investment has been matched within our Volume Crime Unit.

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. There has been investment in training for all supervisors on a new template introduced to improve performance, and this has resulted in a positive increase in compliance. This has led to improved investigations for our volume crimes particularly.

This quarter has seen the introduction of Quality Assurance and Thematic Testing (QATT) introduced to consistently monitor quality of crime supervision and investigation standards and further drive-up positive outcomes. Quality assurance checks take place weekly and across all teams within LP and SO to maintain standards. This has shown an improvement in overall score from 3 out of 5 in September when this was first tested to 4 out of 5 in December with particular improvements in Supervision and investigation standards.

Some notable areas of good positive outcome rates for the past 12 months (Jan – Dec 2024) are;

- 21.1% Sexual offences
- 21.1% Violence against the person offences
- 31% Shoplifting offences

1.5

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

Reduce Anti-social Behaviour (ASB) incidents

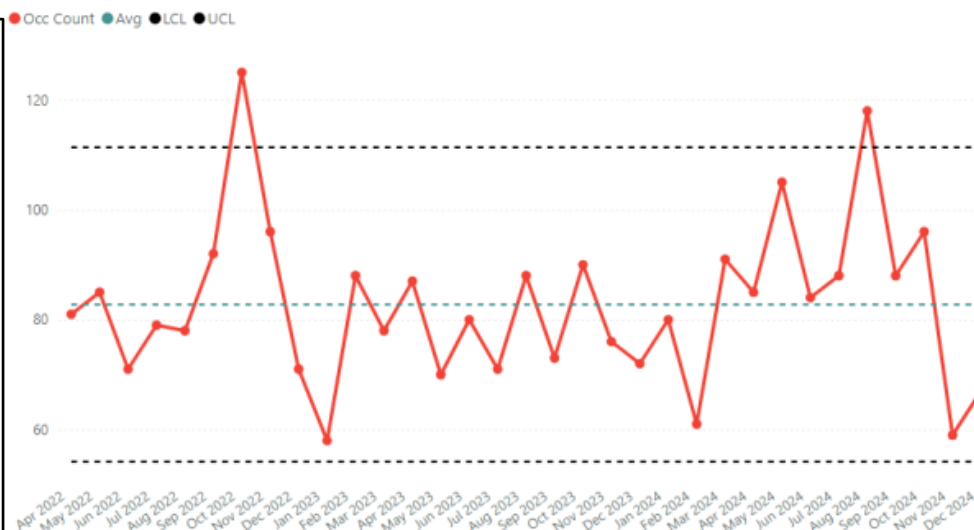
Anti-social behaviour (ASB) incidents continue to be low in volume with a 24% decrease (-72 incidents) this quarter compared to last quarter (Q2 24/25) and a 7% decrease (-16 incidents) is reported compared to Q3 23/24.

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.

6.3% of ASB victims this quarter (Q3 24/25) are recorded as CoL residents with only 1.4% of victims being identified as repeat victims.

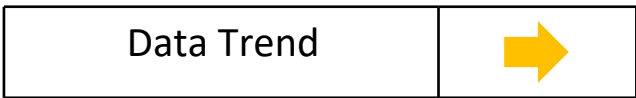
CoLP continues to provide a good service levels to reports of Antisocial Behaviour attending 100% of occasions where an incident is raised on our command and control system (usually as a result of a call to police), with 90% of all immediate incidents attended within the 15min timeframe (on average 8 min) and 99% of all Significant graded incidents within the 60min timeframe (on average 18min), these remain similar to last quarter.

91% of incidents reported as ASB through the control room resulted in an occurrence being created for review by the Partnership and Prevention Hub 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.

Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
238	232	274	294	222



Response

We continue to engage with residential and business communities to ensure the low volumes of ASB are not due to underreporting. This is supported by the ongoing delivery groups and partnership working with the Corporation and other agencies. Additional data from partners will help shape the policing response.

Community engagement has continued through Ward Panel Meetings and local premises targeting issues affecting people at a ward level.

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.

In response to the incidents attended this month Community Protection Notices /Warnings were issued on 40 occasions. A further 3 individuals were identified as being in the intervention stage of Operation Luscombe and 3 individuals summonsed to court following further breach of Community Protection Notices under Luscombe - through the partnership response to begging and homelessness.

NHP and the cycle team ran events during national ASB Awareness Week from 18th-24th November, including sessions with carers on two estates, a night duty with partners to find and engage with rough sleepers and Op Luscombe (begging) day of action. The Cycle Team focused on anti-social cycling at hotspot locations, a common priority theme at Ward Panel Meetings.

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

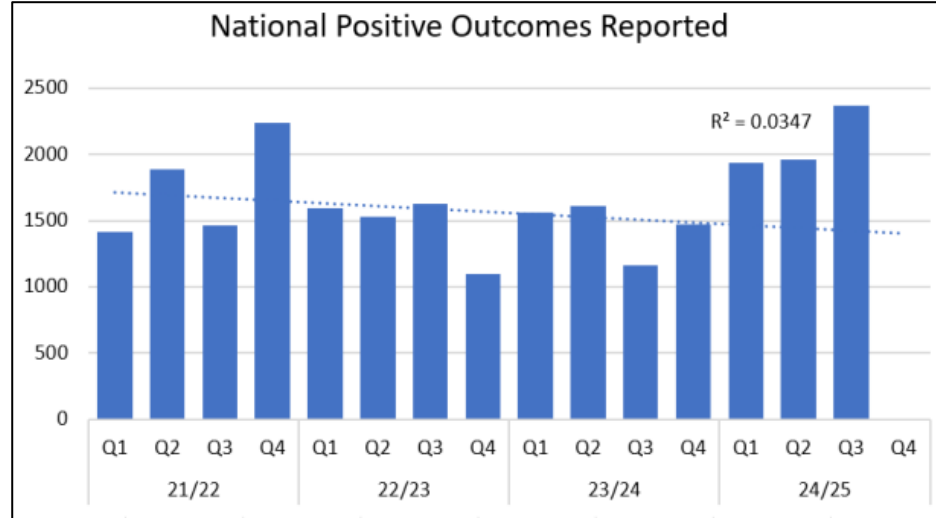


Reasons

In Q3 24/25 the national yield of judicial outcomes continued to increase to 2,373, up 104% (+1,211) on the previous year's Q3 (1,162).

Judicial outcomes for Q3 have been boosted by 4 forces returning in-excess of 100 judicial outcomes (Kent, GMP, West Mids & TVP). Kent Police has continued its work around Op Verbena, a Gambling Ponzi Investment Fraud, yielding over 630 outcomes.

A national target of 6,000 judicial outcomes was set for 24/25, and this has now been exceeded by 5% (275) with 6,275 outcomes reported. The combination of a number of large cases being finalised and the continued targeted engagement from the NCOs have been instrumental in reducing outstanding disseminations.



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. For example, one investigation into a boiler room might have hundreds of outcomes attached to it and closing the case will give many outcomes, potentially bringing closure to multiple victims.

Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
1,162	1,474	1,936	1,966	2,373

Response

The National Fraud Intelligence Bureau has recently implemented a new process for serious and organised crime operation monitoring.

City of London Police continue the evaluation of a solvability pilot that has been active now for the majority of 2023-24 and into 2024-25.

As previously stated, the National Coordinator's Office have continued working with forces regarding reducing their aged disseminations, particularly across the periods of 2019-20 to 2021-22. Forces have responded positively way to this work and in turn this has contributed to boosting the National judicial outcome rate.

Currently NLF are engaged with their regional counterparts in terms of assessment and identification of good practice. This schedule of engagement is anticipated to complete in late April 2025 in which time a comprehensive report will be compiled.



2.2

Protect the UK from the threat of cyber and economic crime

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

Data trend

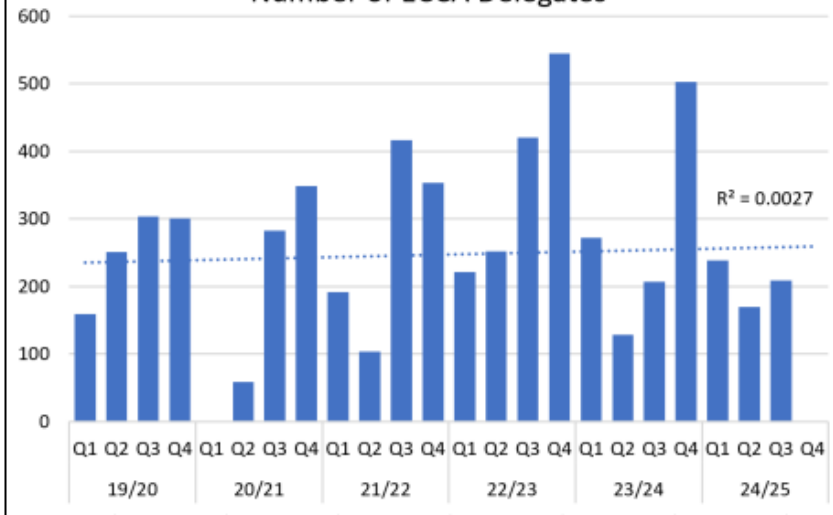


The Academy delivered 18 training courses in Q3, equal to the courses in Q3 23/24 and an increase of 29% (+4) from the previous quarter. Activity for the quarter was steady, with a slight peak in November with 7 courses and 80 delegates. Course numbers often experience a seasonal drop in December due to annual leave.

Delegate numbers were also in line with Q3 23/24, with a rise of 2 delegates year on year. From Q2 to Q3 delegate numbers rose by 233% (+39). This quarter, most delegates were from UK policing with a few from the public sector. 16 forces were represented in October. In addition to traditional courses, 961 delegates attended CPD training in October, and 584 received Crypto training in the quarter.

Satisfaction for the quarter averaged at 88% due to a low of 80% in November, linked to an unsuitable venue which has been resolved. The percentage of delegates completing feedback rose to 81% from 61%.

Number of ECCA Delegates

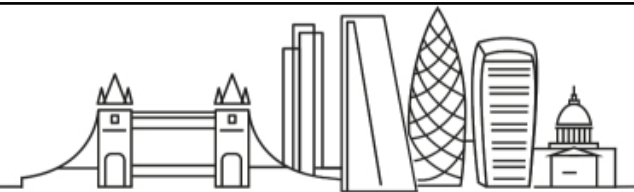


Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
207	503	239	170	209

Response

Despite concerns at the start of the financial year over a lack of funding for forces from the Home Office, the Academy are entering the final quarter of this financial year with all their open courses full or close to full. The Academy created a robust communication plan to engage directly with all stakeholders to maximise course bookings, emphasising value for money, quality, and accreditation. The outcome of this has ensured the Academy are predicting a healthy financial return for the end of the year.

The Academy delivered a Demystifying Cyber Crime Course to COLP officers from LFOR and PECT teams ensuring NLF staff are highly trained and capable. Closed courses delivered to the NCA included Introduction to Economic Crime and Bribery. Other courses were an Economic Crime Specialist Investigators Programme (ECSIP) to Bedfordshire and an open Money Laundering Course. Trainers travelled to SWROCU to deliver Money Laundering and Fraud Investigation Foundation Courses in November. The Academy continues to enrol staff from Interpol onto the online Cyber Courses. Feedback has increased slightly, and general feedback comments are very positive both about the content of the new ECSIP and Foundation Courses, and the current cadre of Associate Trainers.



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 The Contact Centre focus remains consistent, maintaining FTE delivery across each shift, ensuring levels remain consistently healthy and stable, and reducing average call handling times, which reduced from 11.53 minutes in Q2, to 9.28 in Q3. The service provided by our Advisors has continuously exceeded the satisfaction target of 95% over the long term, with a stable satisfaction rate of 97% noted in Q3; consistent with previous quarters.

Online Reporting Service The current online reporting platform cannot be amended as it operates on legacy software that cannot be developed. Online reporting satisfaction therefore predominantly falls below the 85% target. However, Q3 met the target with highs of 87% across November and December.

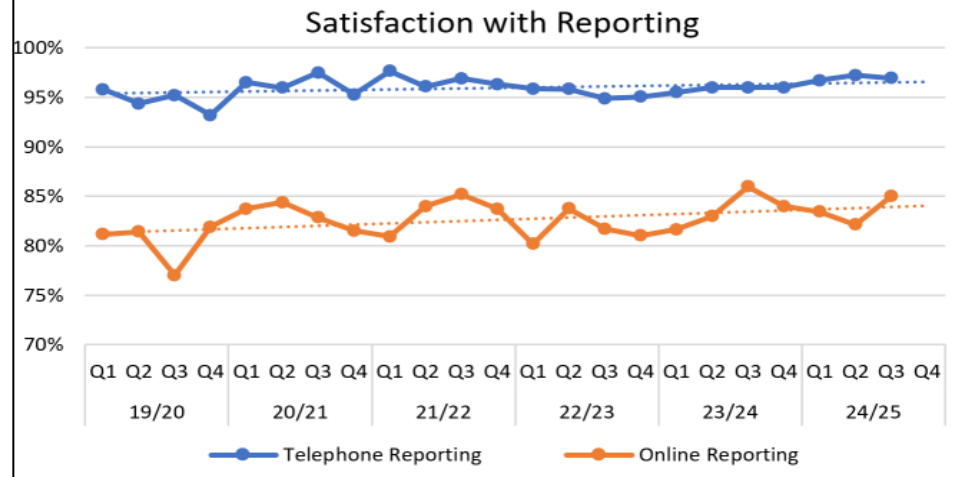
92,706 survey links were delivered in Q3, with a response rate of 1.1% of recipients providing satisfaction feedback. Feedback volumes are extremely low and therefore may not be a true reflection of service user satisfaction.

Accessibility – Action Fraud provides services to offer greater accessibility into the service which have improved victim satisfaction. These include a Language Line for users whose first language is not English, and SignVideo, enabling 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 We amended the score card to improve reporting quality and developed and implemented an Advisor XP Contact Centre tool offering advisers real time support, to improve the quality and volume of calls answered, and ensure that victims are provided with correct referrals and advice. These amendments have positively impacted voice channel satisfaction.

Online Reporting Service The contract with our current supplier will shortly expire. Following transition of service, a new fraud and cybercrime reporting tool will be launched, which has been designed to significantly improve online reporting mechanisms and accessibility. Victim contact fulfilment and associated surveys are also under review and development, to improve the victim journey, online reporting satisfaction and the value and richness of survey feedback. At the date of launch, Action Fraud surveys will be revised to reflect the new branding.



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



3.2

Putting the victim at the heart of everything we do

City of London Police victim satisfaction levels are improved

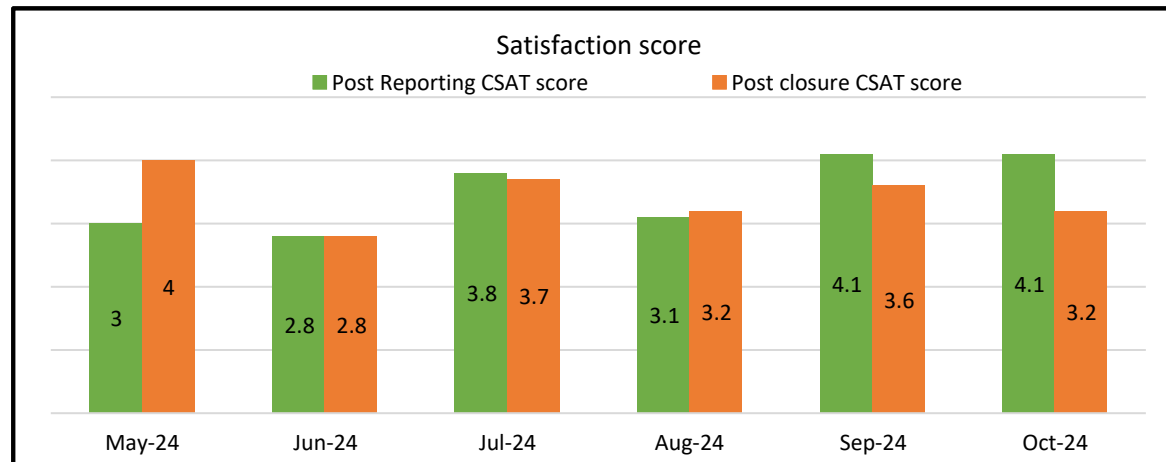
The new victim satisfaction survey went live on the 29th May 2024. This data is from the launch date until 11.10.2024. It was identified on this date there surveys were being sent to some victims that were not due to be surveyed. To ensure the integrity of personal data for victims the surveying process 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 mid December 24.

As a full update on Q3 cannot be provided because of this pause a to date overview for the new surveying tool is provided.

Since the launch in May we have received a total of 154 responses, 104 post reporting items of feedback and 50 post closure items of feedback. The overall average score is 3.6. We currently have a 3.4% response rate to the post reporting survey and 1.5% for the post closure survey.

Alerts are sent for all score 5s and 1 or 2s. This allows for positive feedback to be highlighted and for a service recovery to be launched for any low scoring victims.

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 'feedback and updates', police actions' and 'manners'. Manners are mentioned in a positive way across 11 different crime types and have a positive average satisfaction score of 4. 'Feedback and updates' are mentioned again in a positive way across 9 different crime types and have an average satisfaction score of 3.6. 'Police actions' are mentioned across 11 different crime types and have a positive average satisfaction score of 3.9.



3.3

Putting the victim at the heart of everything we do

Hate Incidents

There has been a 23% (-27 crimes) decrease in Hate occurrences this quarter compared to last quarter (Q2 24/25) and a 7% (-7) decrease compared to Q3 23/24. Analysing data for the most recent 12-month period (Jan 24 – Dec 24) and comparing it to the preceding 12 months (Jan 23 – Dec 23) there has been an increase of 20% (+61).

Racial hate crimes continue to be the most common motivator in the City this quarter (53% ~ 47 incidents), followed by sexual orientation (10% ~ 9 incidents). This is in line with Q2 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;

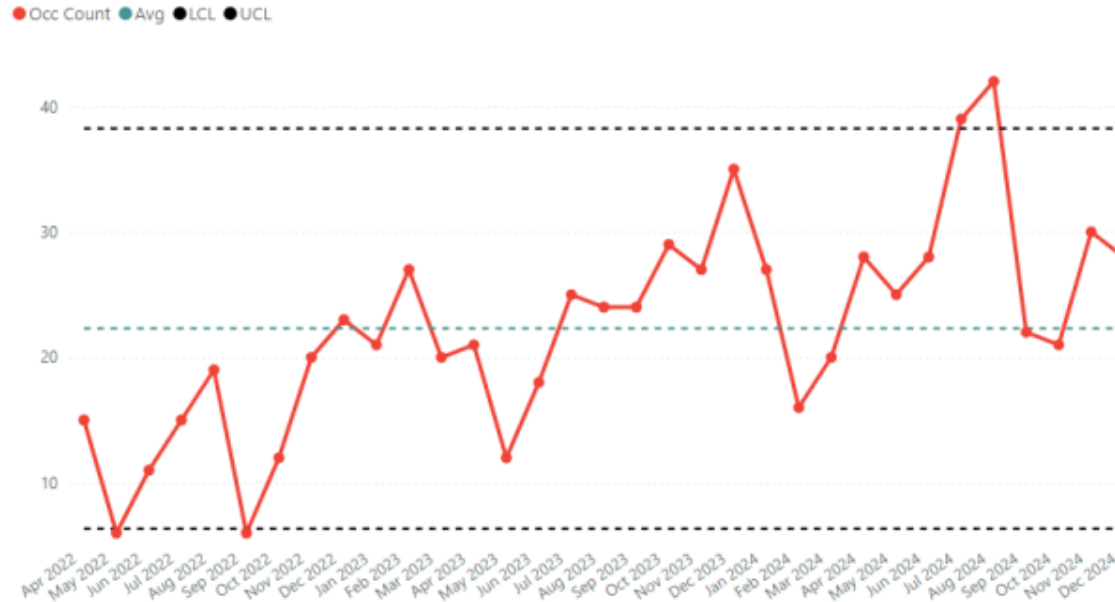
- Public Disorder – 51% ~ (45 incidents)
- Violence without Injury - 16% ~ (14 incidents)
- Non –Crime Hate Incidents – 10% ~ (10 incidents)

(these are non-verified crimes predominantly).

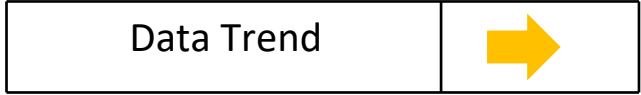
There continues to be significant link between Hate Crime and the NTE hours with 76% of offences this quarter committed between 1600 and 0600. This is an increase on the previous 12 months where on average 63% of Hate Crime was linked to NTE hours.

There has been a minor increase in Op Mayfield (Israel / Palestine conflict) related crimes with 6 crimes recorded in Q3 2024/25, only 1 of these is recorded as a hate incident.

The volume of Hate Crime against Officers has reduced this quarter by 67% (8 crimes) with only 4 crimes recorded against officers in Q3 2024/25.



Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
95	67	91	115	88



Response
 We monitor hate crime daily at a designated meeting. CoLP have a dedicated officer that monitors all hate crimes, both in terms of recording, investigation, . There have been ongoing operations at ward officer level to work with communities to increase feelings of safety in the City when it comes to hate crime.

Hate Crime awareness week took place between 12th – 19th October and CoLP had several stakeholder events taking place around the city.

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.

The proactive engagements as part of the broader Op Unify and Hotspot policing taskings will continue to be monitored to determine if the reduction of Hate offences seen this quarter (the first reduction in a Q3 period) is due to CoLP early intervention and engagement or can be attributed to any other reason.

4.1


Our People

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

1 CoLP is a psychologically and emotionally healthy place to work								
1	Sep 2024	8%	21%	29%	36%	6%	809	42%
2	Jan 2024	6%	20%	32%	35%	6%	877	42%
3	Jun 2023	7%	17%	29%	39%	7%	888	47%
4	Oct 2022	9%	18%	31%	37%	5%	971	42%

These two measures are supported by the staff survey carried out bi-annually. The Pulse survey results for September 2024 showed the same proportion of our staff (42%) felt that CoLP is a psychologically and emotionally healthy place to work, this is the same proportion to when this survey was first conducted in 2022 and a reduction on June 2023 when this rose to 47%.

This is next due for review in Feb / March 2025 following the next survey.

Data Trend 



4.2

Our People

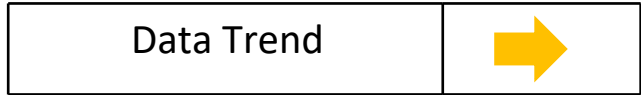
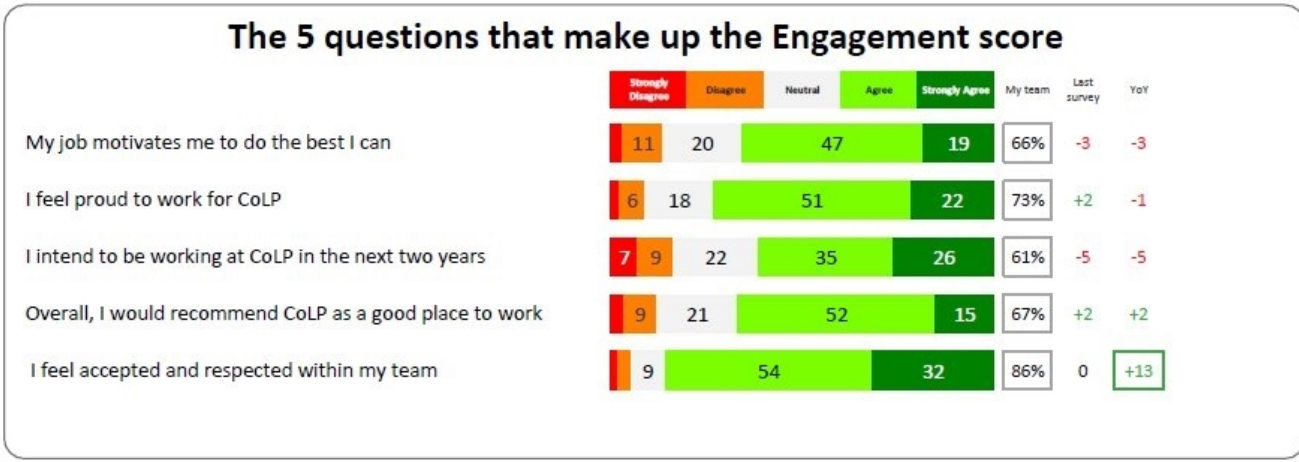
City of London Police is a psychologically and emotionally healthy place to work



Our workforce engagement score in our employee engagement survey was at 71% at our past pulse survey in September 2024, which is -1 point from our score in January 2024 but +2 points up from our score in the same survey in 2023.

There have been negligible rises and declines across the questions, leading to the same overall “percentage favourable” score of 71%. Any-3, our staff survey provider has stated that our employee engagement score is “high and has remained consistent over time”, which is “excellent” compared with other public sector organisations. There has also been a significant increase in response to one particular questions around acceptance and respect within teams, this demonstrated positive culture changes within teams.

This is next due for review in Feb / March 2025 following the next survey.



Our People

4.3

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

Police Officer female profile decreased by 0.1% this quarter with females representing 25.5% of the total officer headcount (996) compared to 25.6% of the headcount at the end of Q2 24/25.

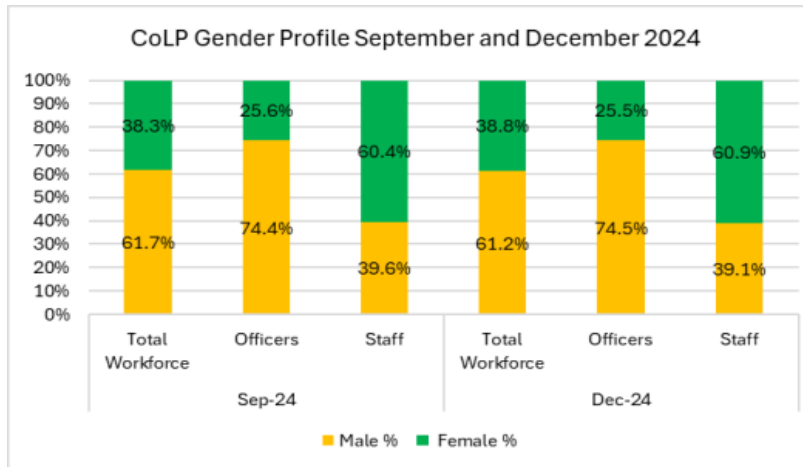
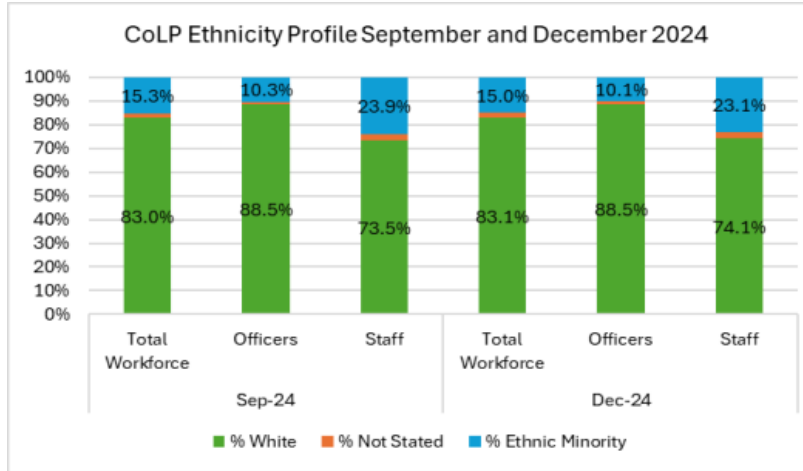
22% of all officer joiners (18 officers) this quarter were female, which is a significant improvement on previous quarters. Although when compared nationally, female representation among CoLP officers is low (national average 37%).

Police staff female profile this quarter (Q3 2024/25) is 60.9% of the total Staff headcount (603) has slightly increased since the last quarter (Q2 2024/25) from 60.4% of 573 headcount.

There has been a slight decrease in the number of officers identifying as from an ethnic minority background this quarter from 10.3% in Q2 2024/25 to 10.1% this quarter (Q3 2024/25). 5.6% 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. 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.

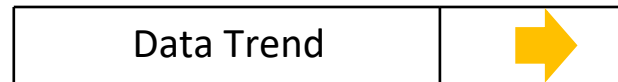
There has been a slight decrease (-0.8%) in the number of police staff identifying as from an ethnic minority background this quarter, compared to last quarter, to 23.1%. Of the total ethnic minority police staff, 65% are female and 35% are male.



Response

A recent survey in force, asked female staff to tell us if they would consider a career as an officer, and if there was anything preventing them from doing so. There were 44 responses, in which the majority said they had considered becoming an officer and would be most interested in a Detective pathway. However, the salary, work/life balance, shift patterns and impromptu extraction, age and fitness were key themes for barriers to them. To combat this, CoLP has looked at advertising officer roles as full time or part time, and continues to have a Detective entry pathway available each year.

The force launched its promotions pilot scheme to assist in the development of our officers at a variety of different ranks who participated in the promotions boards but fell just short of the pass mark. 9 Sergeants and 5 Inspectors were selected of whom, 36% are female and 14% are from an ethnic minority background.



5.1

Resources

Financial outturn is within 1% of forecast

Data Trend



The revenue outturn at Q3 (1 April – 31 December) 2024/25 continues to be forecast as a breakeven position (£114.1m) with net pay savings, additional Home Office grant income and use of earmarked reserves offsetting cost pressures within the year.

Whilst it is expected that the final outturn will remain within 1% of this breakeven position, with the tightening police finances, any additional cost pressures in the final quarter of 2024/25 will require the identification of compensating savings



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.

