

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	Breakdown of figures by Cluster and Event: Crime Prevention (such as bike marking, phone marking, or crime prevention stands): Fleet – 14 Bank – 12 Monument – 8 Barbican – 15 Liverpool Street – 15 Fenchurch – 17 Stop the bleed campaign: Old Bailey – 2 Bloomberg Office – 1 Reassurance to Businesses - 10
c. Number of Dedicated Ward Officer (DWO) – initiated community engagement events	129 self-initiated events	Events include those mentioned above, as well as Residential Engagement and engagement with schools: Aldgate School – 1 Northeastern University – 1 David Game College – 1 City of London Girls School – 2

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	• 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	• 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.

			• 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	• 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.

			• 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	• 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

			fear or threat of violence in a public place. • 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		• At time of writing, meeting has not taken place.
Bank	21 May 2025		• 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

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