

Policing Plan Performance Report

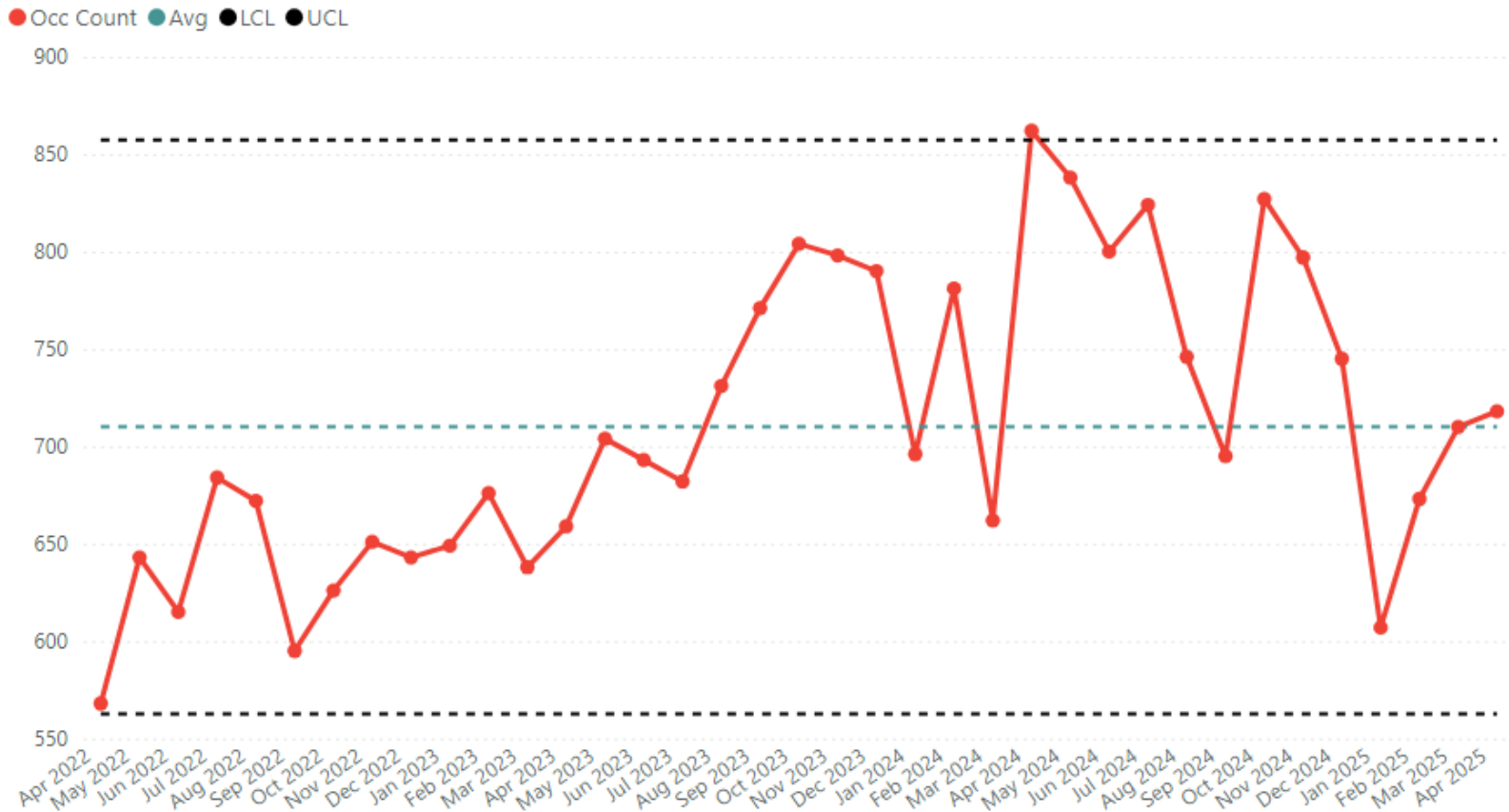
Quarter 4 2024/25



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.

1.1

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.

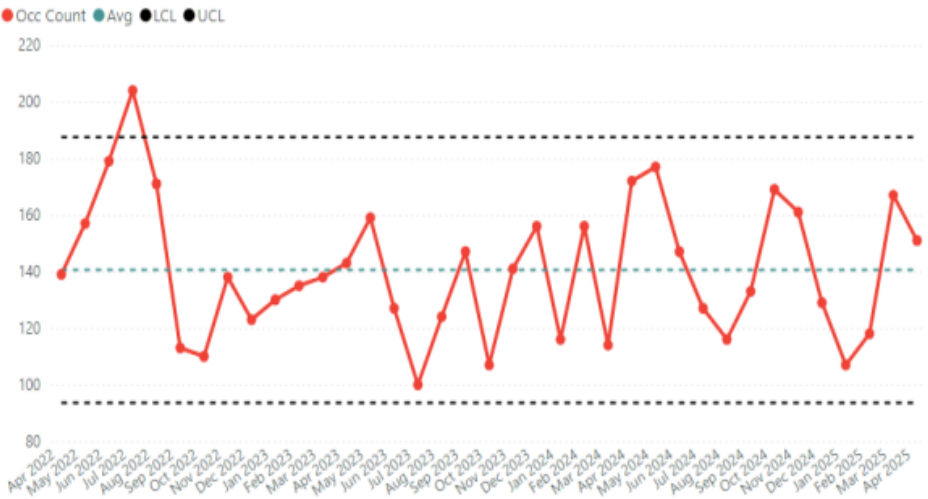
Neighbourhood crime continues to be driven by ‘theft from the person’ offences making up 87.3% of neighbourhood crime. This is a slightly higher proportion than previous quarters of (85%).

“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

➡

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.

1.2

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.

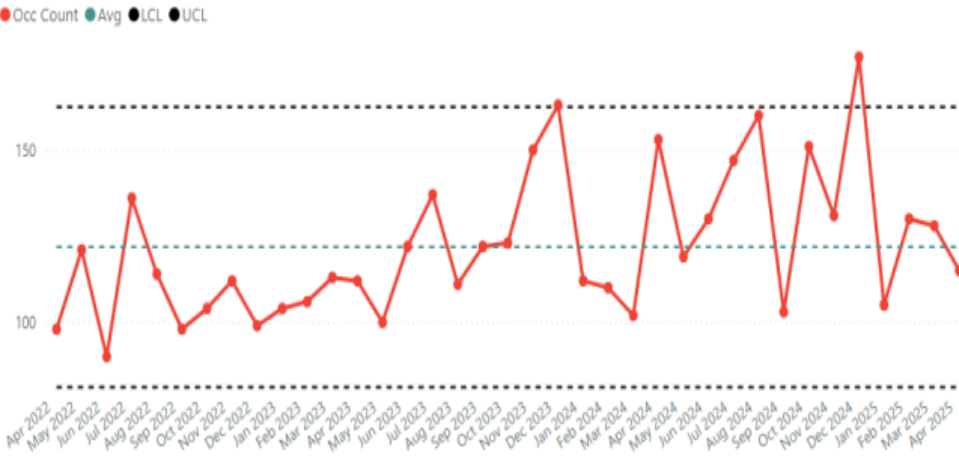
For those “violence with injury” offences the predominant offence this quarter continues to be the lower harm offence of Assault occasioning ABH (70% of violence with injury offence ~ 78 crimes).

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).

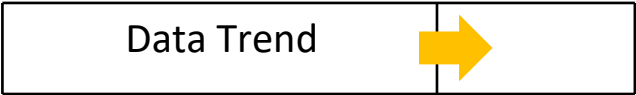
CoLP continues to provide a good service levels to reports of violence attending 100% of occasions where an incident is raised on our command and control system (usually as a result of a call to police), with 97% of all immediate incidents attended within the 15min timeframe (on average 6 min) and 99%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

1.3

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

Reduce Violence Against Women and Girls (VAWG)

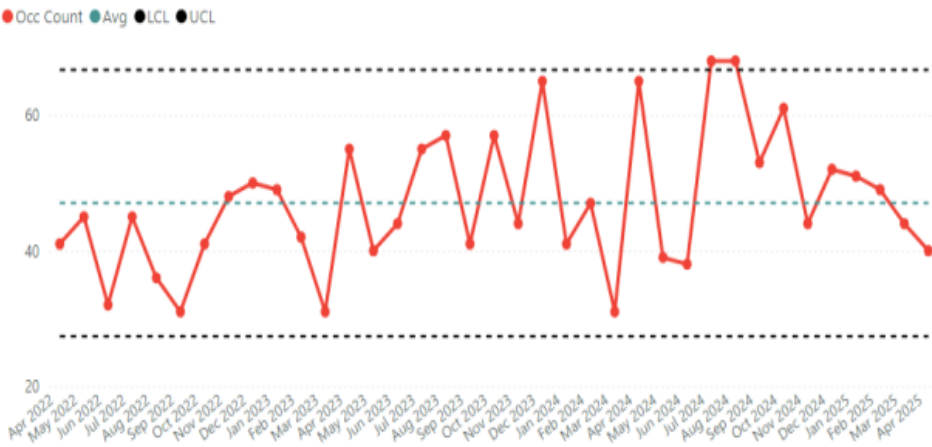
Violence against women and girls has decreased by 8% (-13) this quarter compared to last quarter (Q3 24/25), however has increased by 20% (+24) compared to Q4 2023/24. Analysing data for the most recent 12-month period (April 2024 – March 2025) and comparing it to the preceding 12 months (April 2023 – 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	➡
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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

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 (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.)

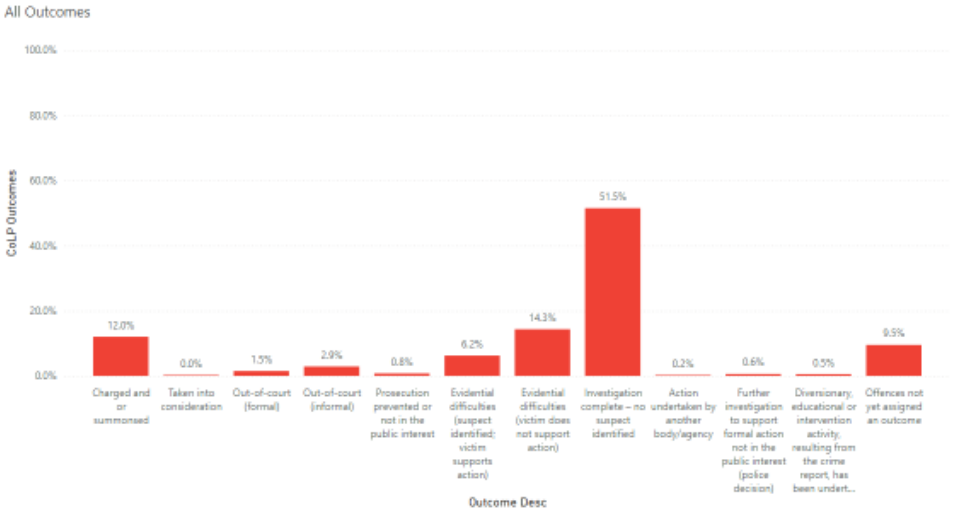
Nationally 10% of Crimes recorded between April 23 and March 24 (the latest available period) had received a positive outcome by June 24.

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.

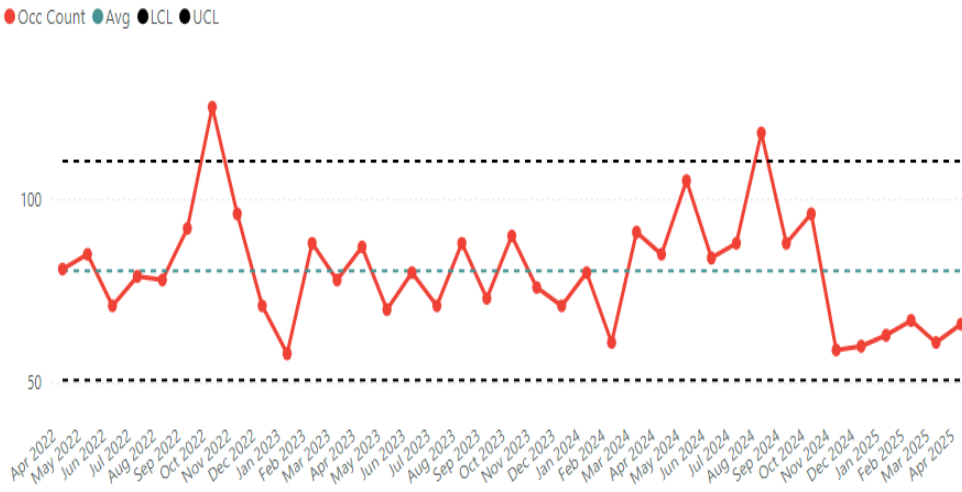
The two biggest recorded types of ASB remain inconsiderate behaviour and begging/vagrancy, however an “other” category remains most prevalent. The incident types have been consistent for some time with no noticeable emerging changes.

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.

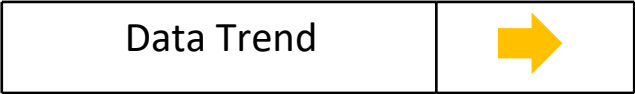
CoLP continues to provide a good service levels to reports of Antisocial Behaviour attending 100% of occasions where an incident is raised on our command and control system (usually as a result of a call to police), with 100% of all immediate incidents attended within the 15min timeframe (on average 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



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



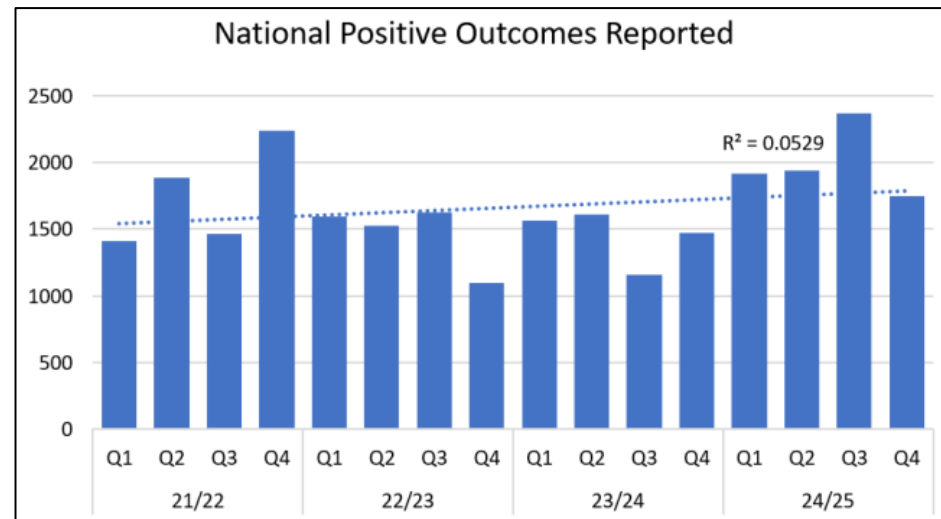
Reasons

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.



2.2

Protect the UK from the threat of cyber and economic crime

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

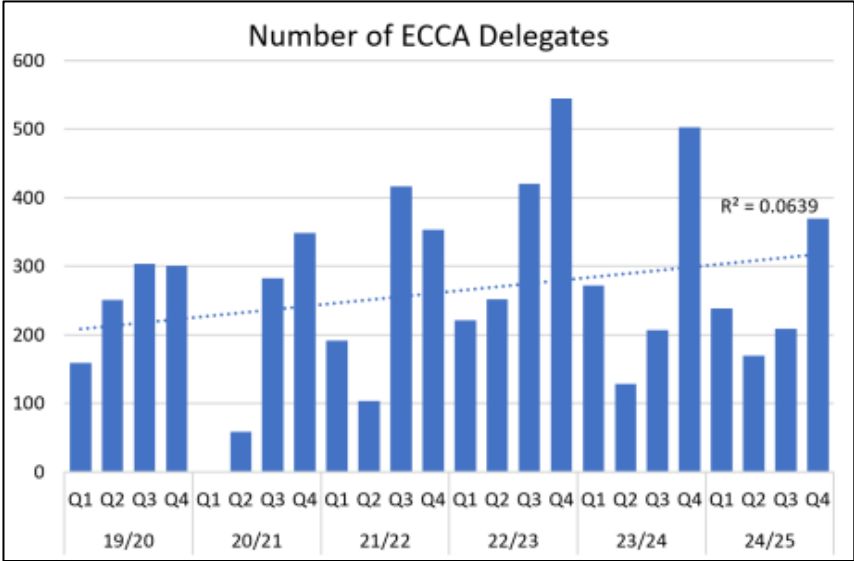
Data trend



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%.



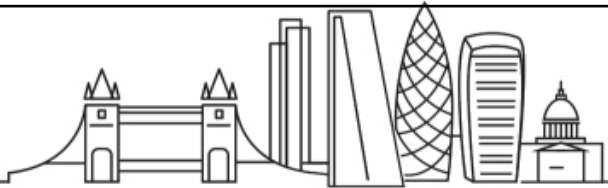
2023/24	2024/25			
Q4	Q1	Q2	Q3	Q4
503	239	170	209	370

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.

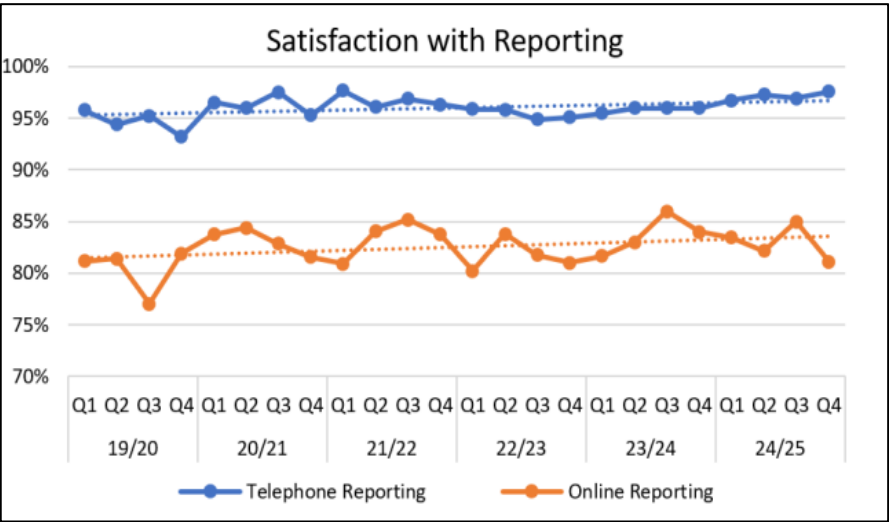
Accessibility: Action Fraud provides services to offer greater accessibility into the service, improving victim satisfaction - a language line for users whose first language is not English, and SignVideo, which provides Deaf users, who communicate using British Sign Language, the ability to contact Action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

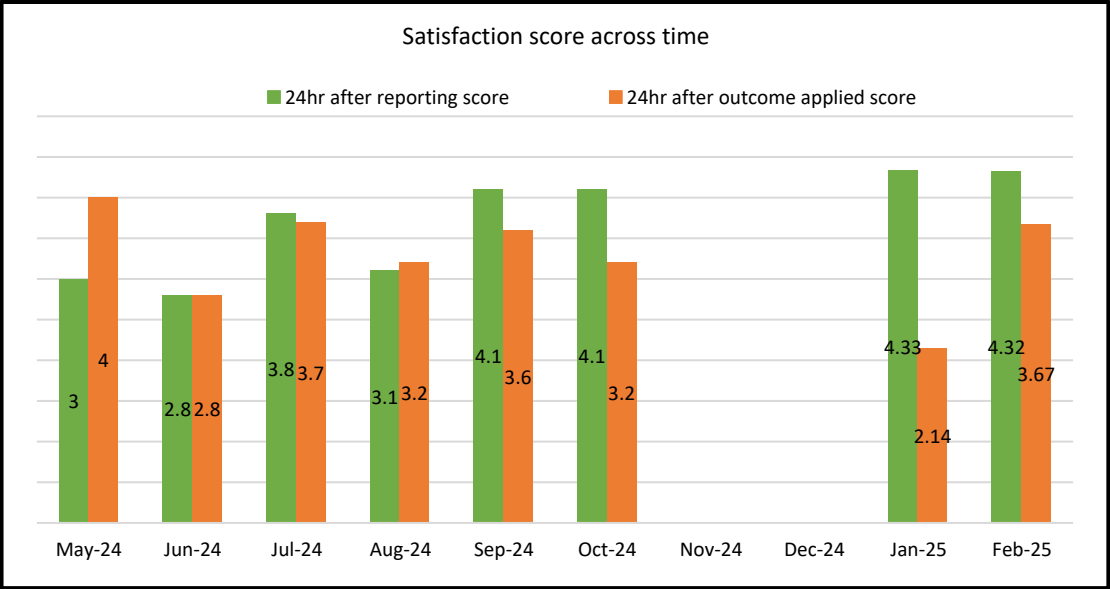
The new victim satisfaction survey went live on the 29th May 2024. It was identified in October surveys were being sent to some victims that were not due to be surveyed. To ensure the integrity of personal data for victims the surveying process was temporarily paused to ensure sufficient control over 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.



3.3

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.

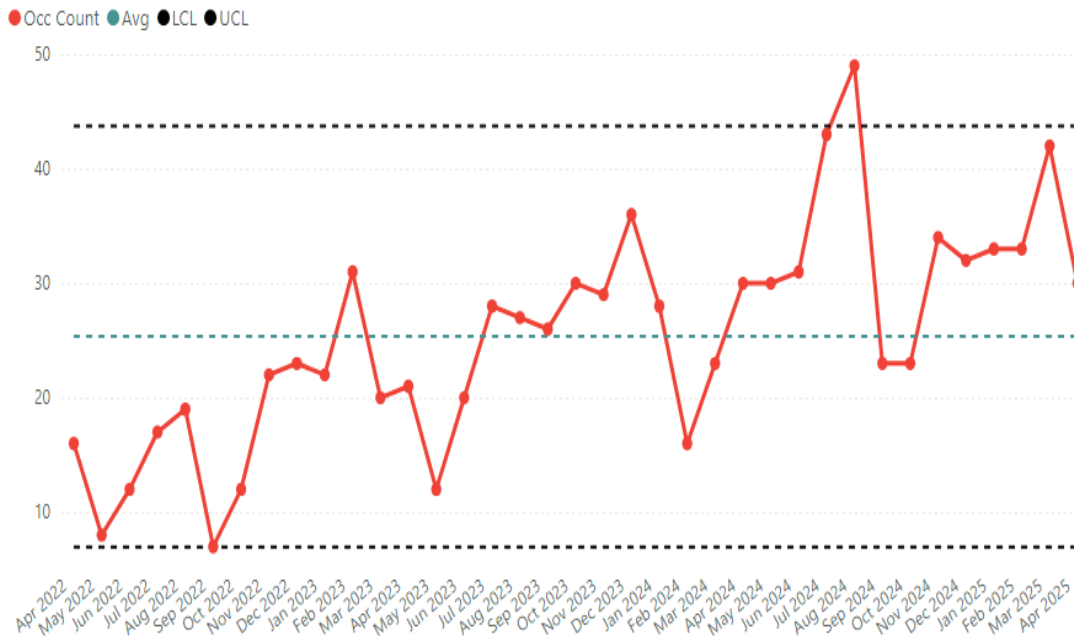
The main crime types relating to hate crime continue to be the below, with physical harm linked to hate crimes remaining rare;

- 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

Data Trend



Response

We monitor hate crime daily at a designated meeting. CoLP have a dedicated role to monitor 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.

4.1

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.



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4.2

Our People

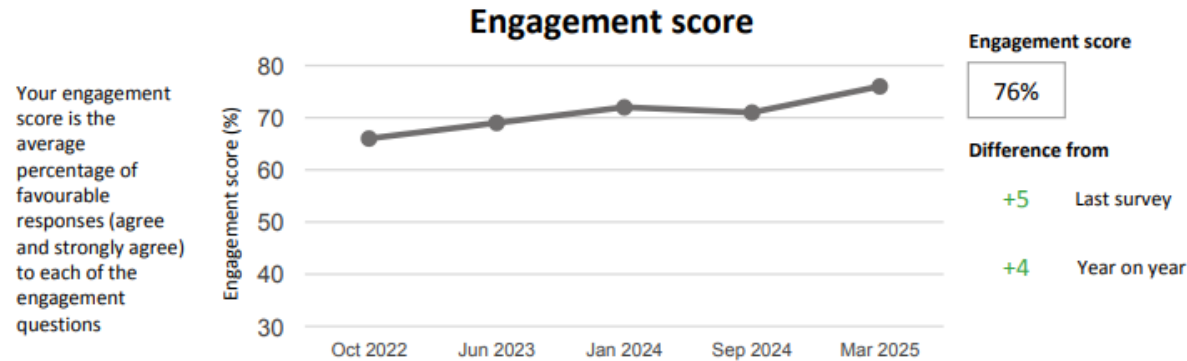
City of London Police workforce engagement levels have increased

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



4.3

Our People

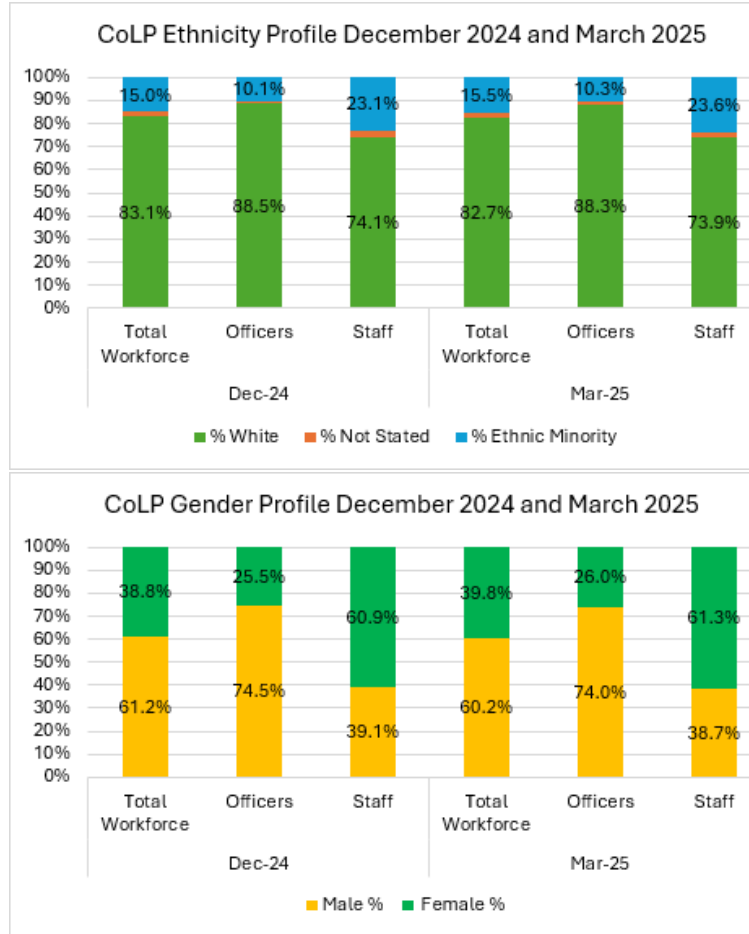
City of London Police recruitment activity is improving how well its workforce reflects the communities it serves

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.



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



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5.1

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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