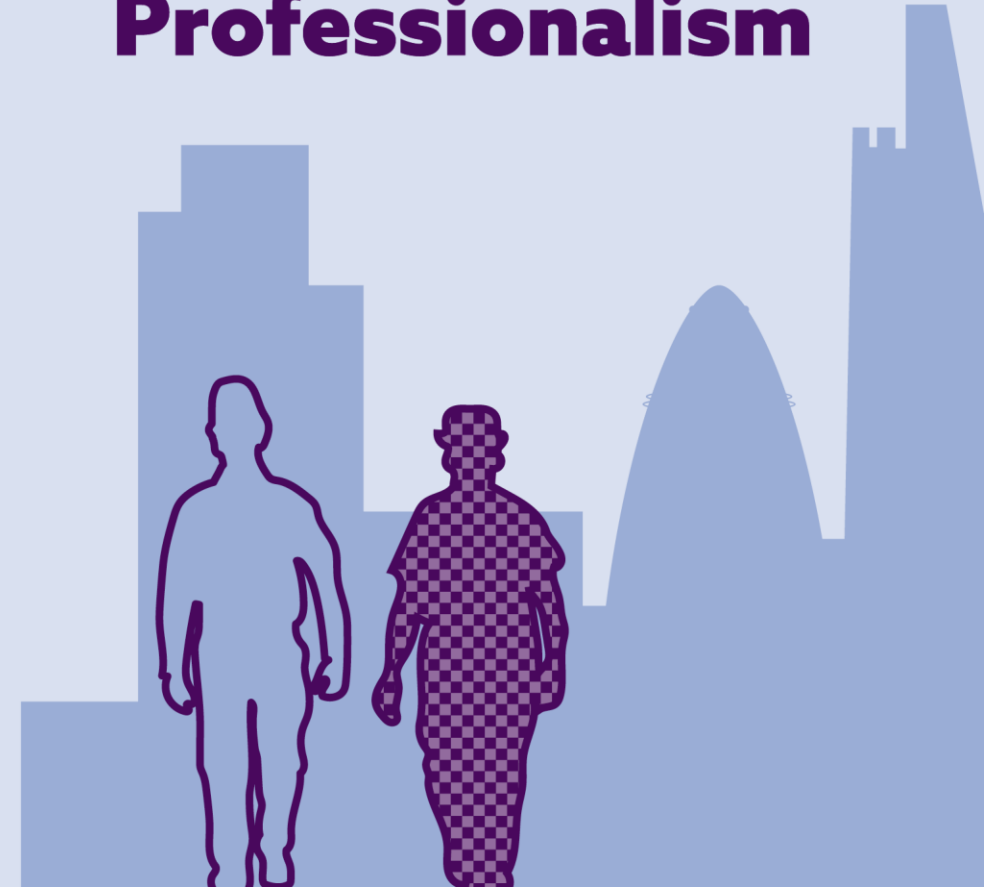




Policing Plan priorities update - Local Policing


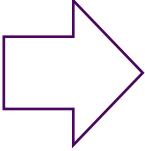

Quarter 1 2025/26

Integrity
Compassion
Professionalism


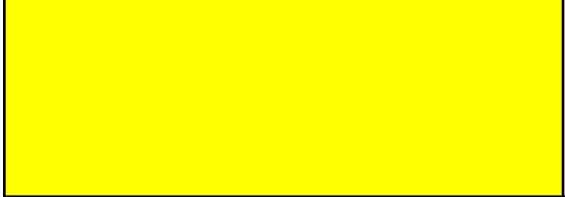




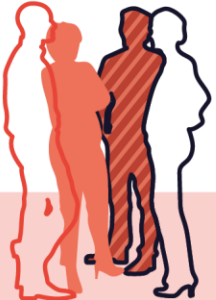
Key- Data Trends

Arrow Direction

	Upward/ Increasing Data Trend
	Stable/ Consistent Data Trend
	Downward/ Decreasing Data Trend

Arrow Colour

	Positive Direction
	Neutral/ Stable Direction
	Negative Direction
	New Data Point- Direction of travel not yet possible



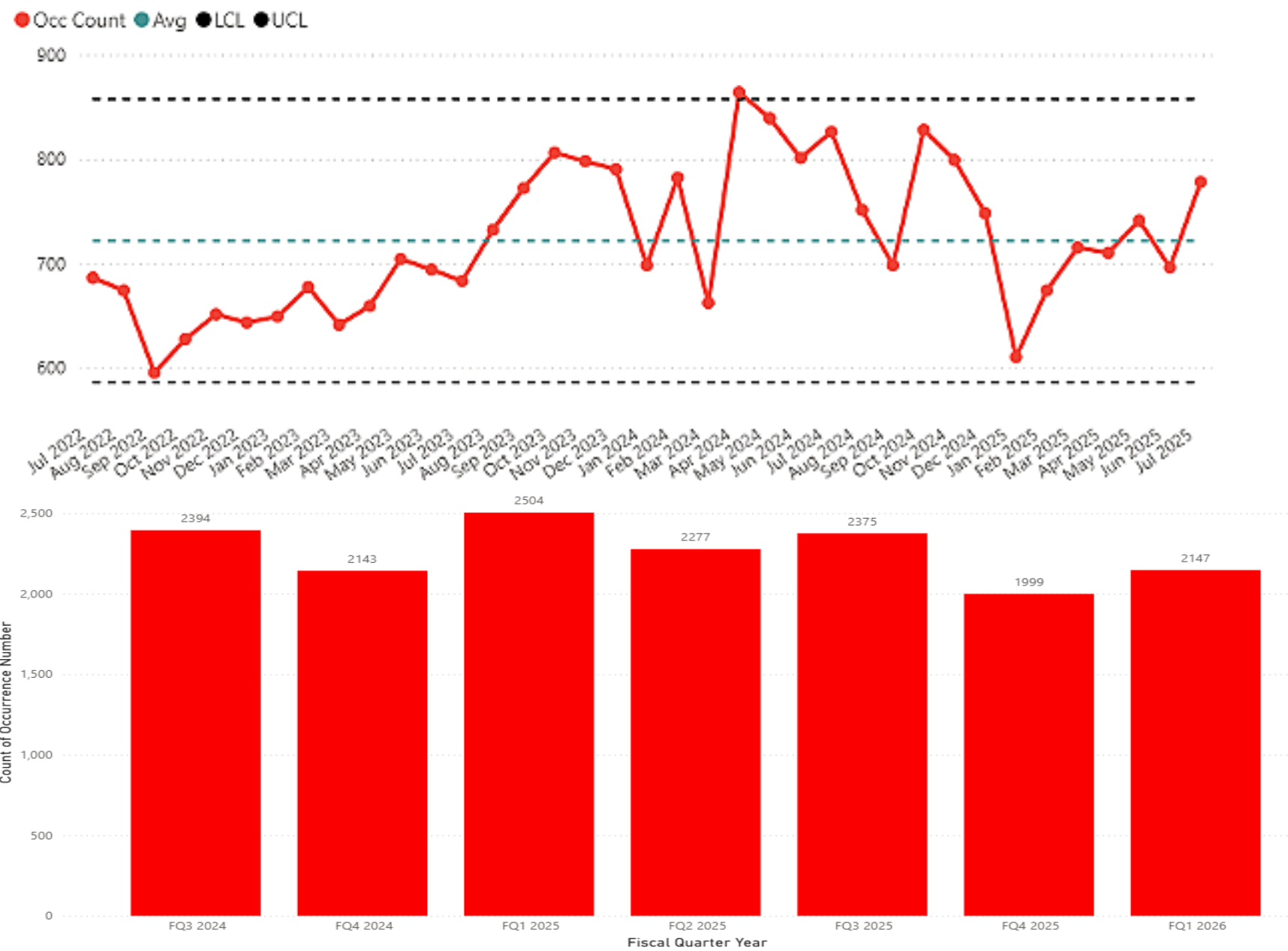
Background – All Crime

Crime has increased this quarter (April – June 2025) compared to the previous quarter (Jan – March 2025) by 7% (+148). This is within tolerance levels and remains below the average of the past 3 years (July 2022- June 2025). There was a significant increase above tolerance levels in April 2024. This was not replicated in 2025 and the overall crime levels remained similar to Q1 in 2023 and 2022.

The past 12 months (July 2024 – June 2025) has seen a 4.7% reduction in crime (-430) compared with the previous 12 months (July 2023 – June 2024). This is due to the specific reduction in crime in April 2025 compared with April 2024 which saw a 17.6% reduction (-152) and a continued lower level of crime since December 2024 to date.

Both FQ4-FQ1 in 2025-26 and 2024-25 had increases in crime offences between quarters. This is expected in line with historical trends. Comparatively, 24-25 saw a much more significant increase between quarters (+360 ~ 17%), more than twice as large as 25-26 increase (+150 ~ 7.5%).

In our neighbouring force (Metropolitan Police Service) the previous 12 months have seen a 0.1% reduction in all crime compared to CoLP which has seen a 4.7% reduction over the past 12 months. Furthermore, over the past quarter the Metropolitan Police has seen a 5.23% increase in all crime.



**Keeping people in the City safe
and Feeling safe**



Keeping people in the City safe and Feeling safe- Overview

Data Trend



- **Reducing Theft**

- Combined the 3 main theft offences have seen a minor 4% (+51) increase this quarter (FQ1 25/26) compared to last quarter (FQ4 24/25) and there has been a significant 19% decrease (- 271) in FQ1 24/25 compared to FQ1 23/24
- Offences are on a reducing trend with a 6.2% reduction (-304) comparing the current 12 month period (July 24 – June 25) with the previous 12 months (July 23- June 24).
- Our neighbouring force The Metropolitan Police recorded a 5.1% increase for these offences across the same period.

- **Responding to Theft**

- 100% of incident raised with command and control were attended
- Both immediate and significant grade response times are well within service level of 90% with an average time of 6 mins for immediate grades and just over 20 mins for significant well within compliant response times.
- Combined the 3 offences have an overall positive outcome rate of 11.1% with 3.1% still ongoing compared to the national average of 8.4%.
- Separately all 3 offence types have a positive outcome rate above the national average.

- **Reducing Violence**

- Violence against the person reduced this quarter by just under 7% compared to the previous equivalent quarter last year however has remained consistent with Q4. Annual comparisons show a 4.3% increase overall
- Violence without injury has seen a 2.7% reduction in the past 12 months and has remained consistent over between quarters. Violence with injury has also remained consistent this quarter. Stalking and harassment has increased by 12% this quarter but still within tolerance levels
- Violence against women and girls (VAWG) offences have remained relatively unchanged at around a 3% decrease (-4). We saw similar increase with 12 month comparison, above tolerance levels last July and Aug and looking at this years July data this has not been seen.

- **Responding to Violence**

- 100% of incidents raised with command and control were attended
- Both Immediate and significant grades incidents were attended well within our 90% service level. Immediate grades attended on average within 7mins. Significant grades on average 22 mins
- Positive outcome rate of 16.5% with 12.4% still ongoing, higher than the national average of 9% but not significantly different to the previous 12 month average recorded last quarter. No significant difference between violence offence types
- VAWG- positive outcome rate of 11.7% in the past 12 months with 19.2% still ongoing due to complex sexual offence investigations. no significant change from the previous quarter.



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Reduce theft

The most prevalent theft offences in the City of London and therefore the focus of this measure in 2025/26 consist of theft from person, Shoplifting and All Other Theft offences (most commonly theft from premises offences).

These three theft offences have seen a minor 4% (+51) increase this quarter (FQ1 25/26) compared to last quarter (FQ4 24/25). Seasonally FQ4 is a low crime quarter especially for theft offences and an increase in FQ1 is considered normal. This increase seen between FQ4 24/25 and FQ1 25/26 is significantly less than the increase seen last year. There has been a significant 19% decrease (- 271) in FQ1 24/25 compared to FQ1 23/24. This is due to a peak of offending seen in April 2024, which did not occur in 2025. Theft offences remain within tolerance levels .

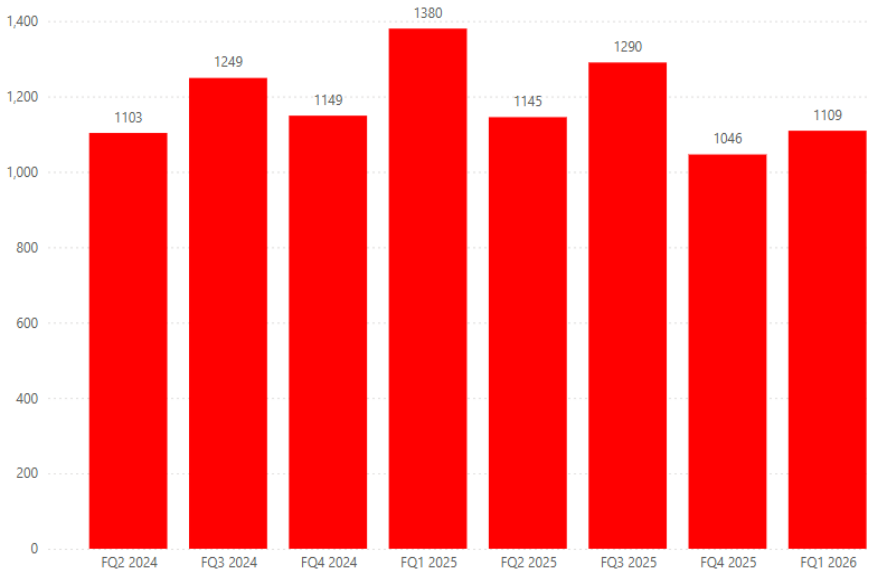
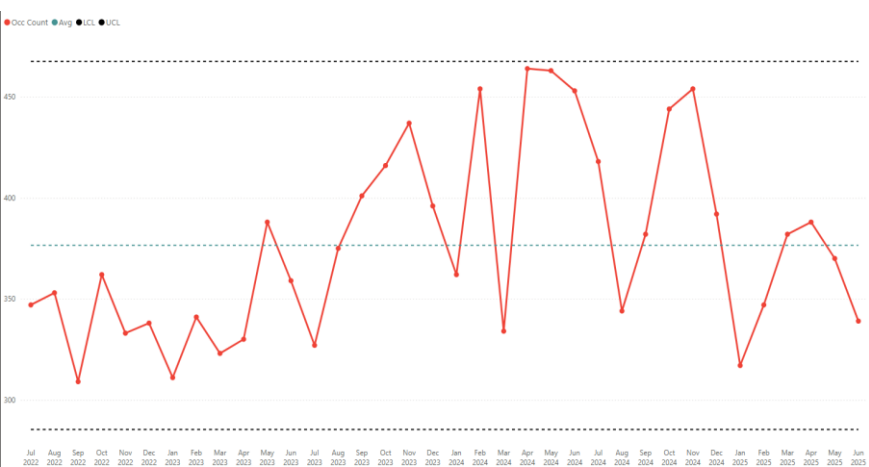
Offences are on a reducing trend with a 6.2% reduction (-304) comparing the current 12 month period (July 24 – June 25) with the previous 12 months (July 23- June 24). Our neighbouring force The Metropolitan Police recorded a 5.1% increase for these offences across the same period.

Shoplifting occurrences increased by 13.2% (44 offences) this quarter compared to FQ4 24/25, however still show a significant (19%) reduction on FQ1 24/25 (-90 offences). In April 2025 Home Office Counting Rule Guidance change. This has led to a change in how offences are recorded with some shoplifting offences now being recorded as robbery offences where violence has been threatened. The overall level of retail theft (including both robbery and shop theft) has increased 21.7% this quarter (+74) compared to FQ4 24/24 but remains a 13.3% reduction (-64) on FQ1 24/25.

All other theft offences saw a minor 4.5% increase (+17 offences) this quarter compared to last quarter (FQ4 24/25) but a significant 20% decrease on FQ1 24/25 (-100 offences). All other theft offences are on a reducing trend with a 15.3% reduction (-317) comparing the current 12month period (July 24 – June 25) with the previous 12 months (July 23- June 24).

Theft from person offences decreased by 29% (-100 offences) this quarter compared to last quarter and a significant 19.3% decrease compared to FQ1 24/25. Snatch offences remain the most prevalent type of offending making up 50.9% of theft from person offences, however this is a significant reduction on FQ1 24/25 where snatch offences made up 62% of theft from person offences. Theft from person offences have not significantly changed (+1.2% ~ +16) comparing the current 12 month period (July 24 – June 25) with the previous 12 month (July 23- June 24).

Crime Tree LV4 Desc	Apr 2025	May 2025	Jun 2025	Total
ALL OTHER THEFT OFFENCES	134	132	123	389
SHOPLIFTING	116	130	136	382
THEFT FROM THE PERSON	137	110	91	338
Total	387	372	350	1109



Data Trend



In response to an increasing trend of Theft from Person particularly snatch offences City of London Police has developed Operation Swipe. The first day of action took place in April 2025 with 0 snatch offences recorded on the day of action. Since inception phone snatch offences have continued to decrease which is supported by the figures provided within this period. Detailed analysis of our snatch offence hotspots by day and time has been completed and this has enabled targeted visible patrol activity to be carried out in those areas.

There remains significant activity across prevent and protect for phone theft offending with phone marking events at regular points across the City and supported through an effective media and comms plan, using innovative blue plaques on pavements to raise awareness of the issue in key locations.

Further to this Op Ewloe, an investigation into organised snatch offending and the subsequent criminality linked to stolen goods, has seen continued success. This quarter seizures of significant volumes of stolen phones have been made as part of the ongoing initiative to pursue those identified as handling and exporting stolen commodities.

The next intensification period has been identified for September 2025 and will be pursue focussed, with multiple warrants planned and arrests/seizures anticipated. This alongside the ongoing prevention and protection work underpinned by an effective communication plan should see rates reduce further and maximise opportunities to increase outcome rates for victims.

We are embedding a problem orientated policing (POP) approach across a number of other problems in the City utilising the Home Office Hot Spots Grant to support these initiatives. In addition to supporting the protect strand of Op Swipe the initiatives we expect to impact this performance metric are;

- Business Robbery / Retail Related Anti-Social Behaviour
- Rough Sleeping related offending

The initial problem profiles have been completed by POP trained analysts with problem solving plans being developed by specially trained officers within Neighbourhood Policing with a range of responses being presented to create further reductions in this area.



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Respond effectively to theft

Incident Response

CoLP continues to provide a good service level in response to theft incidents this quarter attending 100% of occasions where an incident is raised on our command-and-control system usually as a result of somebody phoning wither 999, 101 or our local force control room number.

This quarter 97.9% (139) of all theft incidents raised as an immediate graded response were attended within the 15 min expected. This is a minor decrease (-1.3%) on FQ4 24/25 however above the 90% service level. These incidents had an average response time of 6 min this quarter. This is consistent with FQ4 24/25 and the past 12 months of reporting.

94.7% (89) of all theft incidents raised as a significant graded incident were attended within the 60 min expected. This is a 5.3% reduction on last quarter FQ4 24/25 and a 4.1% reduction on FQ1 24/25. This is however above the 90% service level expected. These incidents had an average response time of 20.9 min. This is not significantly different to last quarter or FQ1 24/25.

CoLP continues to have a very low number of theft incidents requiring an extended response - 10 this quarter, compared to 5 in FQ4 24/25 and 11 in FQ1 24/25. All were attended within the 48hrs expected this quarter.

Investigative Response

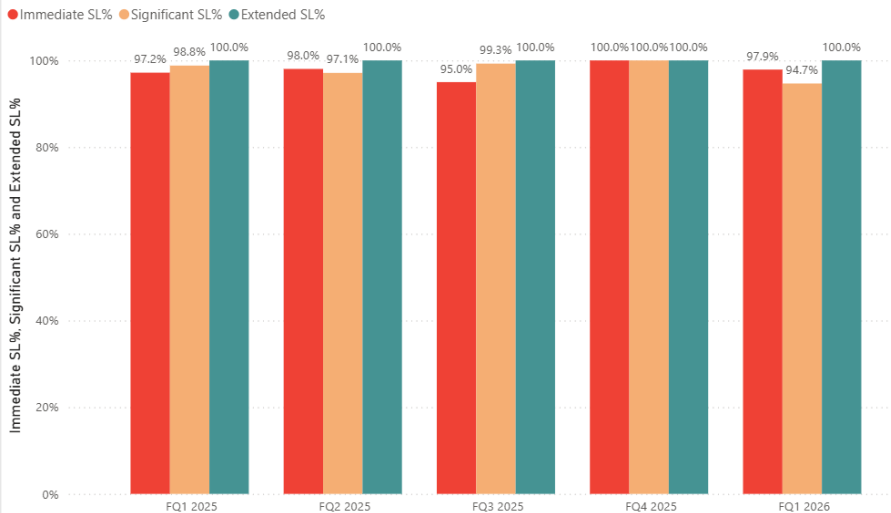
The proportion of the three most prevalent theft offences recorded with a positive investigatory outcome between July 24 and June 2024 is 11.1%. With 3.7% of offences still ongoing. The latest published national average for these three offences shows 8.4% of investigations are still ongoing.

The proportion of positive outcomes does vary significantly between type of offence due to differing suspect identification opportunities aligned to the method of offending.

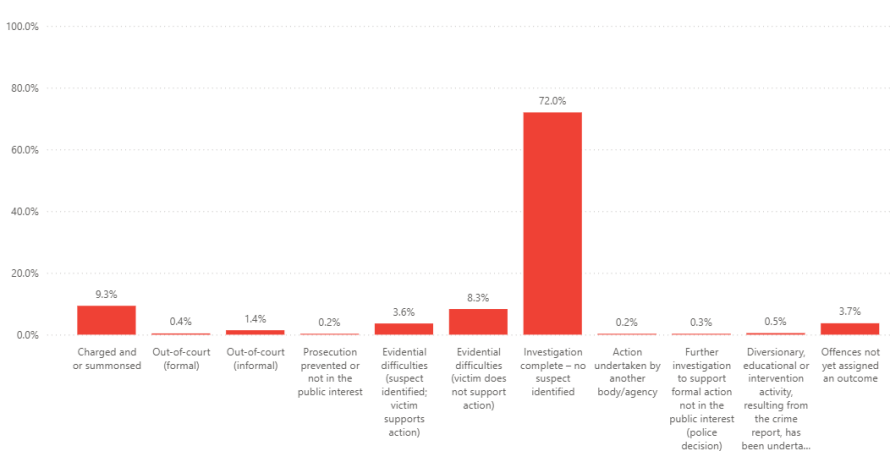
Shoplifting offences have a positive outcome proportion of 24.5% for offences recorded between July 24 – June 25. The latest published national average for these offences is 22%. Theft from the Person offences have a positive outcome proportion for the period of 1.3% the latest published national average for these offences is 1.0%. All other theft offences have a positive outcome proportion for the same period of 6.7% the latest published national average for these offences is 2.3%.

CoLP remains above the national average for positive outcome proportion across all 3 offence types.

Incident Response



Investigative Response



Incident Response

The prompt attendance rate is allowing CoLP to respond in the most effective way to volume crime by early opportunities for evidence gathering and victim confidence. This is enabling more effective investigations and securing better outcomes for victims at a rate higher than national averages.

We are expecting that the time to attend incidents may slightly increase but service levels will remain above the standards set. This is due to response teams returning to establishment levels as the number of student officers recruited under the uplift programme complete their initial training in the response teams and move into other vacancies across the force.

We do not at this time believe this will impact CoLPs ability to respond to incidents effectively however are reviewing this and competing demands through our business planning process over the coming 12 months to ensure the profile of response teams are appropriately aligned to demand.

Investigative Response

Op Swipe remains the priority area in terms of prevention and detection of crime specifically focussed on theft from person (snatch offences). This is a bespoke response to the emerging issue of phone thefts in the square mile. This includes an effective investigative response across volume, serious and complex crimes and proactive work through our serious and organised crime teams (Op Ewloe) . With the latter significant seizures have taken place in this quarter within excess of £1m stolen phones being seized while awaiting shipment.

CoLP has invested in new technology which is assisting and accelerating the identification of offenders allowing swifter justice for victims. This went live during Q1 and benefits will continue to increase during Q2 and Q3 in terms of conversion to outcome rates for victims. IRIS (Image Recognition and Identification System) is a new software that helps officers quickly and effectively identify wanted people. The Pursue focussed action day in September is likely to further improve outcome rates for snatch offences.

We continue to investigate Shoplifting and Theft from premises offences well and have no plans to change our investigation practices at this time. Instead we are working with retailers to make the process of reporting more efficient as part of ongoing work to improve our productivity.

Reduce Violence

In 2024/25 CoLP is focusing on the most harmful violence offences which include violence against the person offences and violence against women and girls which includes broader offences including sexual offending.

Violence against the person offences reduced this quarter by 6.6% (-23) compared to the previous FQ1 24/25. Furthermore, it has remained constant (+1) compared to FQ4 24/25. Analysing data for the most recent 12 month period (July 2024 – June 2025) and comparing it to the preceding 12 months (April 2023 – March 2024) there has been an 4.3% increase in violent crime (+66). This is higher than the decrease seen in overall crime across the same period of 3.9% and due to a peak of offending in December 2024.

Violence without injury offences is the largest proportion of violence against the person offences (57%) however, over the past 12 months has shown a 2.7% decrease in volume compared to the previous 12 month period. "Violence without injury" has been consistent in levels this quarter (FQ1 25-26) compared to last quarter (FQ4 24-25) (-3% ~ -6).

Violence with injury offences have also remained consistent this quarter (+1.8% ~ 2 offences) compared to last quarter. The predominant offence this quarter continues to be the lower harm offence of Assault occasioning ABH (61% of violence with injury offences).

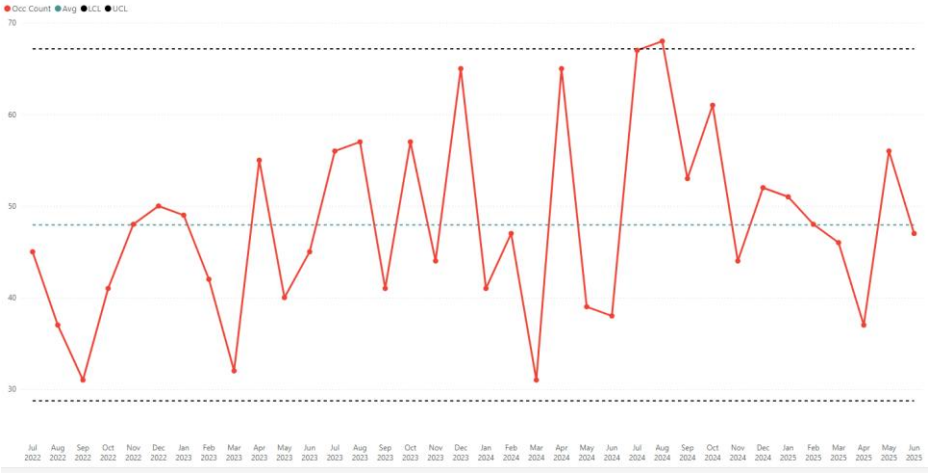
Stalking and harassment offences have increased by 12% (+4) offences this quarter compared to last quarter however this is well within tolerance levels

Offences related to Violence against women and girls has remained relatively unchanged (-2.8% -4) this quarter compared to last quarter (FQ4 24/25), and FQ1 24/25 (-1.4% ~ -2). Analysing data for the most recent 12-month period (July 2024 – June 2025) and comparing it to the preceding 12 months (July 2023 – June 2024) this is due to a beyond tolerance increase in July and August largely linked to sexual offences.

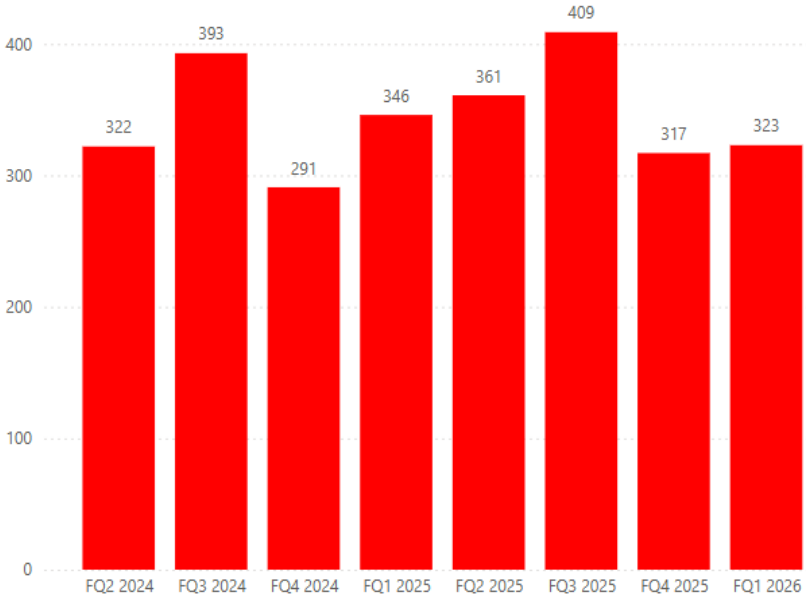
Violence offences continue to be the most prevalent crime type making up 43% of these offences over the past 12 months (270 crimes), followed by Public Order offences of threatening words and behaviour at 31% of offences (196 crimes), followed by sexual offences which make up 25% of these offences (157 crimes).

Violence against women and girls continues to make up the same small proportion (2.7%) of all crime in this quarter and 18% of violent crime offences this quarter.

Violence against Women and Girls



Violence against the person



Response

Sexual offending is one of the priority areas for problem solving considered during training from University College London (UCL). An anticipated spike of offending (2-year trend) was identified in Q1 and an effective policing response was put in place to prevent a similar peak in April 2025. This included:

- Increased licensed premises visits where "Ask for Angela" and Spiking Awareness tests were conducted (26 in total).
- 2 specific Op Reframe deployments including a range of tactics such as Servator VAWG deployments to tackle predatory behaviours,
- Joint initiatives with partners including:
 - Walk and Talk in Hot spot areas conducted by police officers and BID Ambassadors/Volunteers and other partners
 - joint agency licensed premises visits providing enforcement, education, engagement and intelligence opportunities
 - delivery of two Welfare and Vulnerability Engagement (WAVE) training sessions with the Safer Business Network to 175 NTE staff
 - Welfare Safe Spaces at Liverpool Street and Blackfriars staffed by Samaritans, NHS Mental Health Team and Safe Havens staff.

The problem orientated policing approach being developed with UCL also includes the following specific problems with bespoke analysis being undertaken to understand the problems in detail;

- Sexual Offences
- Serious Violence in the Nighttime Economy

The initial problem profiles have been completed with problem solving plans being developed with a range of tactics being used in Q2 including increased deployments of the Servator VAWG initiative.

The seasonality of violence offences mean we often see increases in Violence and VAWG offences in July and August and therefore will expect to see a minor increase in Q2. We are looking at ways of understanding this better including how spend in the City and the timeframes of spending impacts demand and in particular violence offences.

Crime Tree LV4 Desc	Apr 2025	May 2025	Jun 2025	Total
DEATH OR SERIOUS INJURY UNLAWFUL DRIVING		1		1
STALKING AND HARASSMENT	11	11	17	39
VIOLENCE WITH INJURY	37	41	35	113
VIOLENCE WITHOUT INJURY	43	53	74	170
Total	91	106	126	323

Respond effectively to violence

Incident Response

CoLP continues to provide a good service level in response to violence this quarter attending 100% of occasions where an incident is raised on our command-and-control system usually as a result of somebody phoning 999, 101 or our local force control room number.

This quarter 94.5% (183) of all violence related crime incidents raised as an immediate graded response were attended within the 15min expected. This is consistent with FQ4 24/25 (-3.3%) however above the 90% service level. These incidents had an average response time of 7min this quarter. This is consistent with FQ4 24/25 and FQ1 24/25 as well as the past 12months of reporting.

96.1% (51) of all violence related incidents raised as a significant graded incident were attended within the 60min expected, this is consistent with last quarter (- 2.2%) compared with last quarter and a 3.9% reduction on FQ1 24/25. This is however above the 90% service level expected. These incidents had an average response time of 22 mins this is not significantly different to last quarter or FQ1 24/25.

CoLP continues to have a very low number of violent incidents requiring an extended response 3 this quarter, similar to FQ4 24/25 which saw 3 and 4 in FQ1 24/25. All were attended within the 48hrs expected this quarter.

Investigative Response

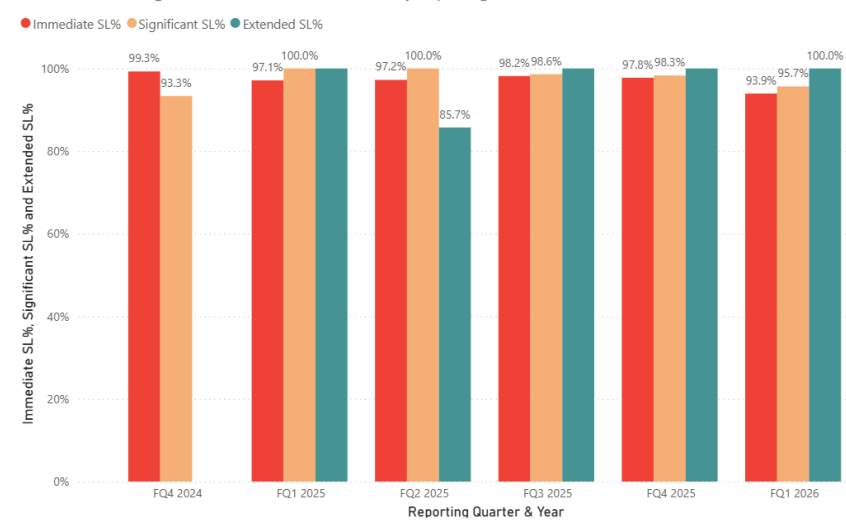
CoLP continues to investigate violence against the person offences well. For crimes recorded in the past 12 months (July 24 – June 25) 16.5% have reached a positive outcome, with 12.4% still ongoing. This is higher than the latest national average of 9% and is not significantly different to the 12 month average recorded in Q4 24/25.

There is no significant difference between violence against the person offence types recorded in the past 12 months. For violence without injury 18.2% have reached a positive outcome rate and for violence with injury 15.8% have.

11.7% of violence against women and girls offences recorded in the past 12 months (July 24 – June 25) have reached a positive outcome with a higher level of these offences still ongoing (19.2%) This is due to the complex sexual offences that fall under this category that can have a longer investigation length than violence against the person offences. This is not significantly different to FQ4 24/25.

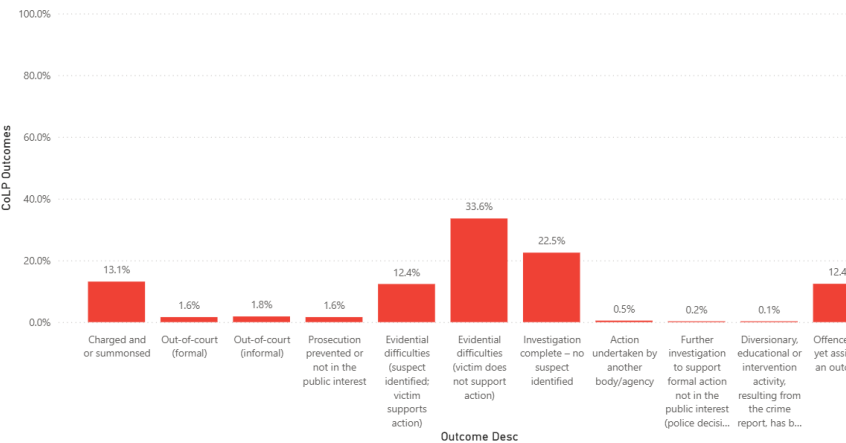
Incident Response

Immediate SL%, Significant SL% and Extended SL% by Reporting Quarter & Year



Investigative Response

All Outcomes



Incident Response

Violence incidents generally occur in a much smaller timeframe (5 hours of the day across 3 days of the week). This differs to the theft profile which sees offending across a much broader timeframe (10 hrs a day across 5 days of the week). This means a lot of the violence incidents are occurring within the same short period causing the slightly lower response level compared to theft incidents.

As with theft we are expecting that the time to attend incidents may slightly increase but service levels will remain above the standards set. This is due to response teams returning to establishment levels as the number of student officers recruited under the uplift programme complete their initial training in the response teams and move into other vacancies across the force.

In September 25 CoLP is moving towards a different structure across local policing with a Force Incident Manager role being implemented. Alongside this an improved tasking process is being implemented and is expected to further improve how we respond to incidents and how efficiently we use available resources.

Investigative Response

Most investigations involving violence and without violence sit within our Criminal Investigation Department (CID) and Volume Crime Unit. Caseloads remain within effective levels alongside compliance goals (90% completion) for supervisor checks (28 days) VCOP and victim updates. These factors are contributing to assessing how well we are responding to victims and investigations. Sexual offending and domestic abuse cases are investigated by specialist officers in the Public Protection Unit and are on duty 7 days a week to support. There remains the ambition to extend positive outcome rates over Q2, which will be assisted by the closing of vacancies in CID and VCU as part of internal postings and external transferee onboarding.

CoLP is also looking to understand better if victim reporting practices impact our ability to investigate certain offences and will be reviewing this at the Crime Standards Board in September 25.

Protect the City from Terrorism

The threat to the UK from International terrorism remains SUBSTANTIAL

The proposal for the proscription of Palestine Action was heard in Parliament 30 June and was passed at the start of Q2. The degree to which this is impacting counter terrorism in the City will be measured into Q2.

Protect

During Q1 2025, Protect delivered a number of training sessions to our City community including 5 Action Counter Terrorism Awareness sessions, 6 Action Counter Terrorism Operational sessions, 16 SCan Customer Facing sessions and 2 Postal Security Awareness sessions. These sessions have reached over 270 individuals. In addition a bespoke Tabletop Exercise was delivered to over 100 individuals.

Q1 has seen the team engaged in extensive work around 'Op Newquay' (the policing response to actions associated with the Palestine Action Group). City sites affected have been graded with a Red Amber Green status based on risk associated with them, with 'red sites' being offered enhanced training by the Counter Terrorism Security Advisors and 'amber sites' receiving standard training. This work will continue into Q2 with a stakeholder event for City based companies who have been repeat victims of Palestine Action Group activity planned for July 25.

Martyn's Law was granted Royal Assent at the start of Q1 and to date there has been no significant demand / impact upon the Protect team. CTSAs are currently signposting people to both [Protect UK](#) and [Gov.UK](#) for further information and updates.

Overall CoLP has delivered 12,455 hours of counter terrorism protect tasking in Q1 2024/25.

Prepare

Q1 has seen a revised 'Move to Critical Plan' being completed. The existing 'Move to Critical Plan' was tested on 30 May by way of a no notice virtual mobilisation test which led to subsequent briefings of JESIP (Joint Emergency Services Interoperability Principles) and METHANE, to gather and share information about an incident. (M- Major incident, E- Exact Location, T-Type of incident, H- Hazards, A- Access, N- No. of casualties, E- Emergency Services).and had illustrated that as a force we are able to respond to this effectively. Revision of the Emergency Trauma Pack was completed with roll out to partners, our City business community and stakeholders taking place from the 23 June onwards.

CoLP continues to hold Cyber lead for the London CT Prepare Board who are currently considering the possibility of Gold commanders, across the wider emergency services completing the police led Gold course to deliver strategic command of a cyber incident effectively.

CoLP Prepare resources during Q1 were deployed to 'Op Raptor' which while not a CT scenario, allowed for relevant tactics and actions to be exercised including METHANE, JESIP and Shared Understanding of the Common Risk (SuRC).

Prevent

Q1 has seen 7 Prevent referrals submitted directly into the Prevent Team. All referrals were fully deconflicted by the CoLP team. Of the referrals, one report remains open and is being handled by CoLP, with two reports passed to the Southeast region which continue to be investigated. The four remaining reports are all closed with no issues identified – three were passed to MPS boroughs, with one remaining under the CoLP.

Q1 has additionally seen the Prevent team continue to provide support to MPS Prevent teams, with 5 referrals being fully deconflicted by CoLP before being referred back into the MPS.

Pursue

A total of 29 Op Lightning reports were submitted into CoLP during Q1 – an increase of 52% when compared to the previous 3 months of 2025, with iconic City sites including St Pauls Cathedral, Old Bailey and Bank of England featuring. Reporting continues to be highest from our City based security personnel (62%). 13 reports had detailed individuals engaged in either suspicious photography / filming, with 7 reports featuring the flying of unauthorised drones. 25 of these reports have been fully investigated and closed as non-suspicious incidents, 4 of these reports continue to have enquiries being undertaken.

Low	Moderate	Substantial	Severe	Critical
an attack is highly unlikely	an attack is possible but not likely	an attack is likely	an attack is highly likely	an attack is highly likely in the near future

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**Put victims at the heart of
everything we do**



Put victims at the heart of everything we do- Overview

Data Trend



- **Victim Satisfaction**

- In Q1 2025, we had a total of 70 responses to the survey. This has decreased by 38 responses since the last quarter which provides a response rate of 4.6%. Due to a system fault that is now repaired.
- The average overall victim satisfaction score for Q1 2025/26 was 3.97 out of 5. This is similar to Q4 24/25 showing a +0.02 increase
- The average post reporting score in Q1 is 4.5. This has increased +0.26 since the last quarter, and consistently remains above 4 indicating high level victim satisfaction

- **Case Compliance with Victims Code of Practice**

- This quarter CoLP's average compliance is 95.8% across these metrics. This is an increase on last quarter based on that January process change. It is not yet possible to provide historic data for this and we will establish a baseline as the year continues.
- CoLP has set 90% as the compliance level for all these metrics and has consistently been above this for all 3 metrics this quarter.
- A broader review of how CoLP addresses all Victim Codes of Practice requirements and ensures this links into the correct governance is being undertaken by the Victim Services Board.

- **Secure positive outcomes for victims of crime in the City**

- For crimes recorded in the past 12 months (July 24 – June 25) 15.8% have reached a positive outcome which is above the national average of 10.7% and above our neighbouring police force (Metropolitan Police) of 8.5%.
- For victim-based crimes (as a subset of all crime) recorded in the past 12 months 11.8% have reached a positive outcome rate, well above the national average of 7%.
- Some notable areas of good positive outcome rates for crimes recorded in the past 12 months (July 24 – June 25) are;
- 19.6% Shoplifting offences
- 12.9% Hate Crime offences
- 13.1% Violence against the person offences
- 10.3% Domestic Abuse offences



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Victim Satisfaction

In Q1 2025, we had a total of 70 responses to the survey. This has decreased by 38 responses since the last quarter which provides a response rate of 4.6%.

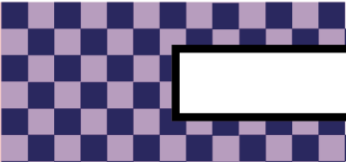
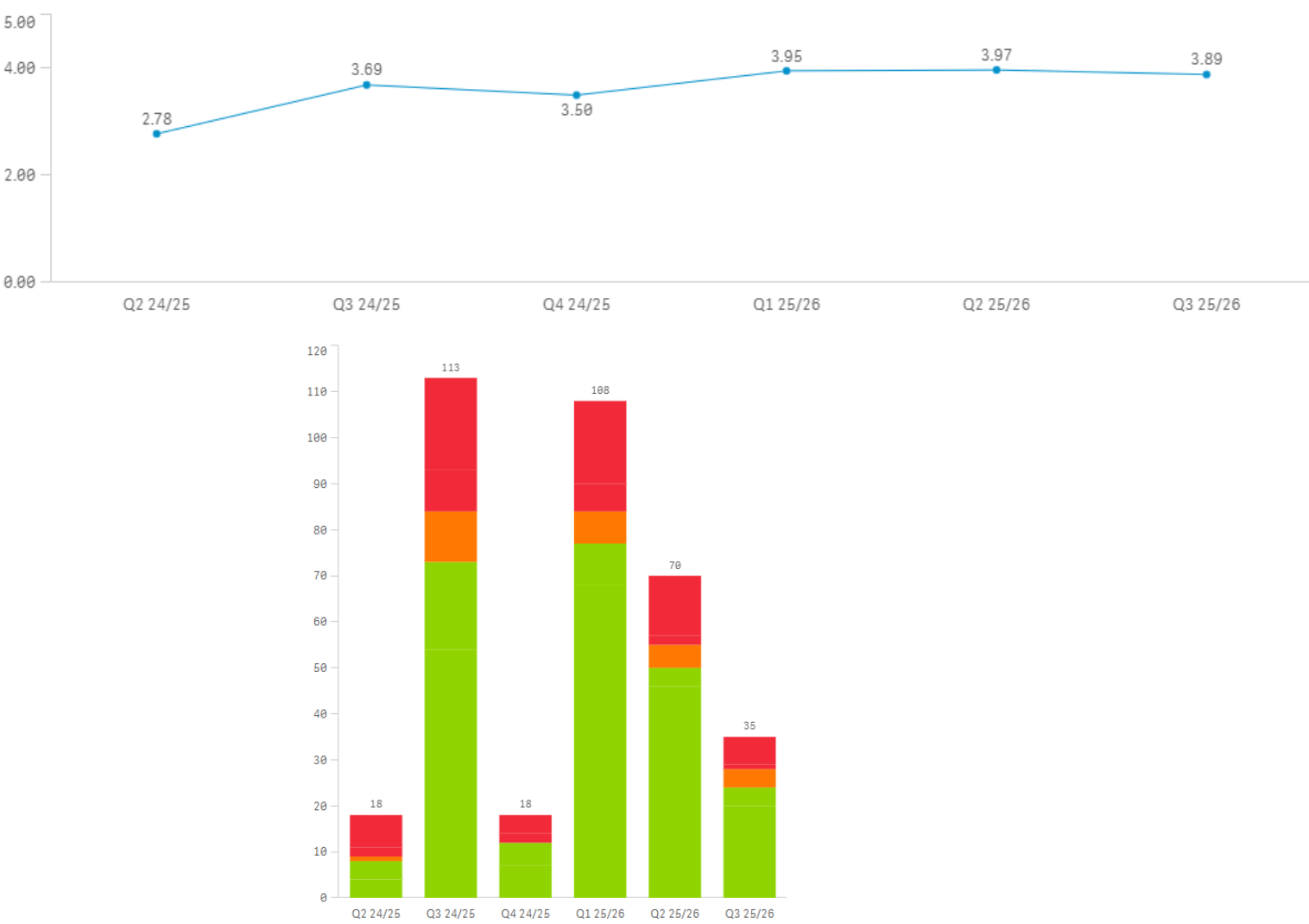
Please note, that during Q1 2025, the survey was briefly paused due to a failure in the automated referral process. Only 1,484 surveys were sent out to our victims during this quarter, compared to 2105 in the previous quarter. The automation fault has now been rectified and we expect the volume of surveys to return to normal levels in Q2.

The average overall victim satisfaction score for Q1 2025/26 was 3.97 out of 5. This is similar to Q4 24/25 showing a +0.02 increase. It is not possible to compare this with Q1 24/25 as the survey launched in May 2025.

The tool surveys victims at two points in their journey both 24hrs after reporting and 24hrs after an outcome is applied to their investigation. The average post reporting score in Q1 is 4.5. This has increased +0.26 since the last quarter, and consistently remains above 4 suggesting victims are very satisfied with the initial response they are provided following a crime report. The average score following an outcome being applied to an investigation is 3.4 this quarter. This is not significantly different to last quarter (+0.04). The post investigation score is consistently lower, often negatively influenced if the investigation is unsuccessful.

In Q1 2025, the top themes mentioned as a positive talking point were steps taken and helpful. These suggest a positive response from responding officers. The top themes mentioned as a negative talking point were speed of service, advice and communication. These are different to last quarter but will be monitored to ensure themes in victim concerns are fed back into teams through the victim services board.

Work is continuing to adapt the victim survey to ensure it is reaching as many people as possible, as well as ensuring that it is being received at an optimum time to be responded too.



Case Compliance with Victims Code of Practice

CoLP is committed to providing a good level of service to victims. We monitor compliance for the following things within the Victims Code of Practice;

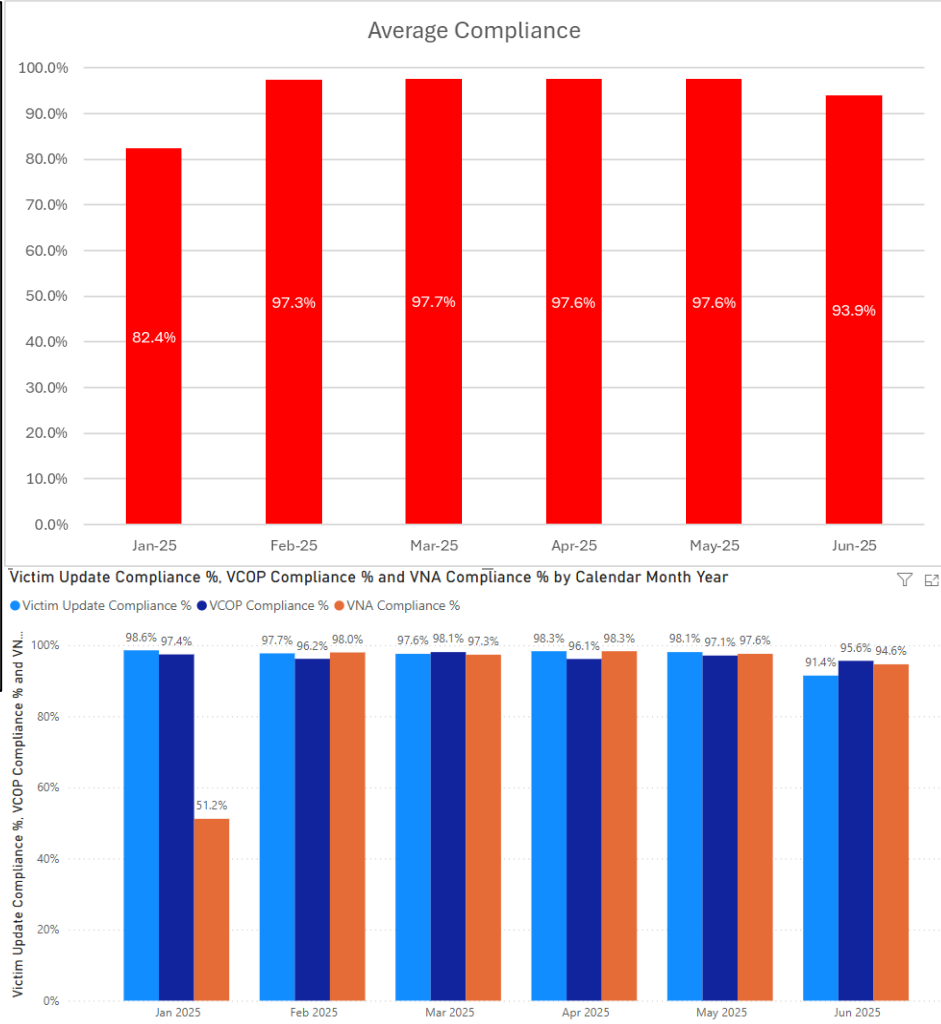
- Whether we are creating an agreement with the victim to identify what they can expect from CoLP as their investigation progresses (VCOP compliance)
- Whether a victim's needs have been assessed. (VNA Compliance)
- Whether we are keeping the victim informed of the investigation progress as set out in the initial agreement. (Victim Update Compliance)

CoLP monitors this for all victim based crime investigations.

In January 2025 we changed the recording of these items to allow for greater quantitative and qualitative scrutiny. You will see a lower level of compliance in January reflecting this change in process.

This quarter CoLP's average compliance is 95.8% across these metrics. This is an increase on last quarter based on that January process change. It is not yet possible to provide historic data for this and we will establish a baseline as the year continues.

CoLP has set 90% as the compliance level for all of these metrics and has consistently been above this for all 3 metrics this quarter.



First, second and senior managers have now been trained in the use of performance and data dashboards to monitor compliance rates across these metrics.

This enables them to view the work across their teams and meet the goals which have been set. We have also been trialling the automatic notification of supervisors when performance levels drop to establish if this is a viable further technological support to ensure we meet the needs of our victims.

These performance metrics are also measured at Crime Standards Board, Local Performance Boards and at directorate meetings and are firmly embedded in performance frameworks both tactically and strategically across COLP.

This approach has maintained focus and allowed continuous improvement across Q1.

Quality Assurance Thematic Testing remains in place and checks qualitative aspect of crime management and victims focus. The thematic areas for scrutiny are determined by the crime standards board and delivered through the crime scrutiny group.

In response to the identification of a service failure regarding Victim Services Referral which was rectified in May 2025. A broader review of how CoLP addresses all Victim Codes of Practice requirements and ensures this links into the correct governance is being undertaken by the Victim Services Board. This is expected to further assure CoLP of the service it provides to victims.



Secure positive outcomes for victims of crime in the City

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.

CoLP continues to have strong positive outcome rates for all crimes and for victim-based crimes compared to national figures. For crimes recorded in the past 12 months (July 24 – June 25) 15.8% have reached a positive outcome which is above the national average of 10.7% and above our neighbouring police force (Metropolitan Police) of 8.5%. CoLP has a high proportion of Investigation complete no suspect identified outcomes when compared nationally. This is largely due to the disproportionate volume of Theft offences within its crime profile when compared to other force crime profiles which have higher proportions of violence offences related often to domestic offences.

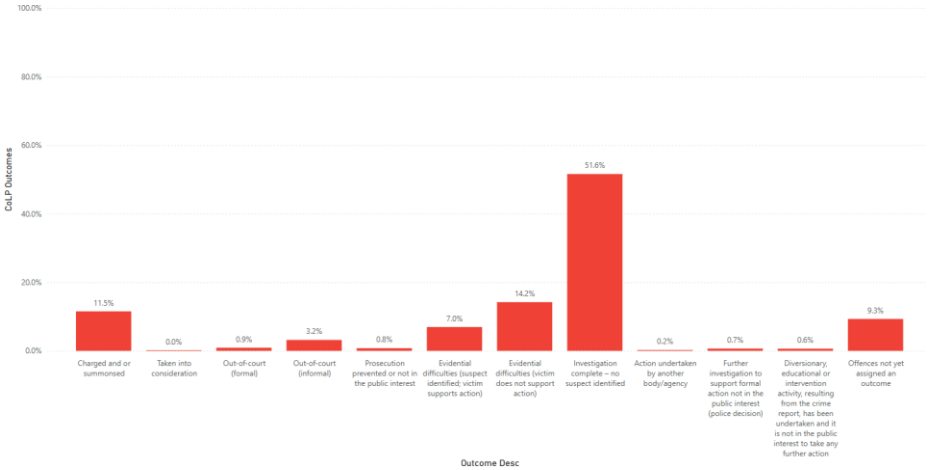
As a specific focus CoLP is keen to ensure victim based crimes have a good positive outcome rate. For victim based crimes (as a subset of all crime) recorded in the past 12 months 11.8% have reached a positive outcome rate, well above the national average of 7%.

These are not significantly different to the 12month outcome rate in FQ4 24/25.

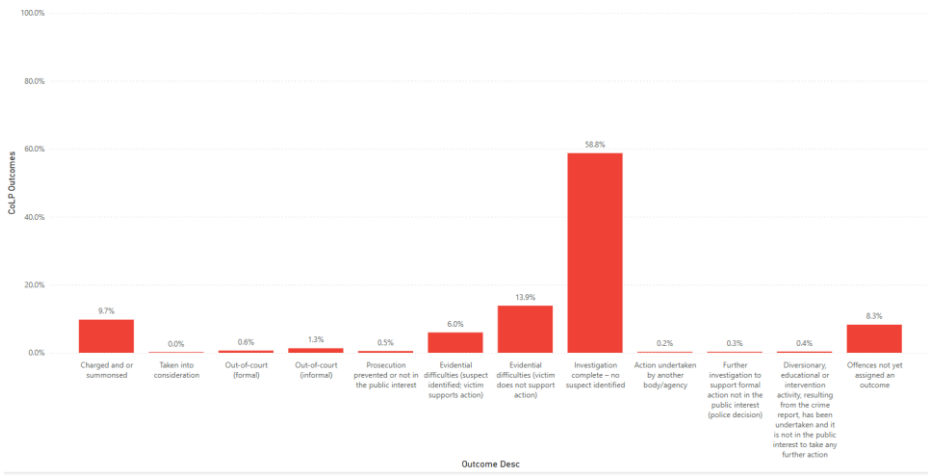
Some notable areas of good positive outcome rates for crimes recorded in the past 12 months (July 24 – June 25) are;

- 19.6% Shoplifting offences
- 12.9% Hate Crime offences
- 13.1% Violence against the person offences
- 10.3% Domestic Abuse offences

All Crime



Victim based



Before the commencement of Q1 we undertook a full review of crime allocation and resourcing structures to ensure the right skills and capabilities are applied to the most appropriate crime type for investigation. This, alongside the compliance rates for victim and code compliance assist in securing the right outcomes dates are achieved for victim-based crime and in turn delivering an effective service to victims.

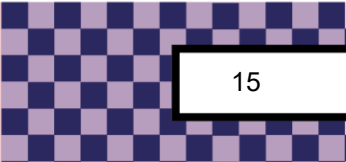
Whilst rates for victim-based crime sit above the national average CoLP has the ambition to do more to improve positive outcome rates for victims. Q2 will continue to focus on closing vacancy gaps across the crime and specialist operations portfolio and maintain effective CPD for specialist officers.

During Q2 there will be a specific intensification period undertaken for theft of mobile phone (from the person) conducted. This is currently in the planning stages and will build upon the positive achievements of the first intensification period in May 25.

Throughout Q1 more effective use of criminal behaviour orders and other preventative orders have assisted towards achieving positive outcomes for victims and reducing crime. This has been particularly successful in responding to retail crime and has allowed more effective management of offenders and, in time, will reduce re-offending rates across the City.



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Enhance our approach to engaging with communities and responding to their needs

During quarter 1, there has been wide ranging community engagement across our communities delivered primarily through our neighbourhood policing team.

- Each of the six clusters held their 2nd cycle of panel meetings in May with attendance reflecting the make-up of each area from mainly residential (Barbican) to business focused (such as Liverpool Street). Those attending were able to reflect on issues affecting their area identified through community engagement and crime analysis data presented at the meeting and agree on renewed priorities for the forthcoming months. Feedback highlighted the consideration to flex the frequency and delivery method of these meetings to reflect the wishes of each cluster and those attending.
- City of London Police remain actively engaged with residents in the City through a wide range of initiatives including newsletters, 'Coffee with a Cop' etc.
- There have been regular targeted community events aligned to various operations and projects (including Swipe, Reframe, Servator, Violence against Women and Girls etc) across the period to provide reassurance to, actively engage and provide crime prevention advice to our communities – residents, businesses, workers and visitors. A particularly successful and well received community initiative to raise awareness of phone snatching was launched in April alongside the publication of our new three-year policing plan. Blue plaques were sprayed onto pavements marking where phones had been snatched aimed at raising awareness of the £50m a year trade in stolen handsets – a major issue across the City.
- 36 DWO initiated community engagement activities took place across the period covering bike marking, Stop the Bleed, general community engagement, and crime prevention. This included 2 school engagement activities.
- The Cycle Team delivered an Exchanging Places Cycle Safety Event in Fleet Cluster at the end of May. The focus was on their 3 'E's approach – Engage, Educate and Enforce. An excellent example of a collaborative engagement approach involving CoLP, business and the Corporation. The activity resulted in 500 engagements from cyclists and pedestrians with good feedback and positive outcomes against the 3 'E's
- Successful collaborative working has continued across the square mile such as the June phone marking campaign alongside City BIDs, and Welfare and Vulnerability Engagement (WAVE) training in partnership with the Safer Business Network.
- As part of the London Cyber Resilience Centre the NFIB and Neighbourhood Policing held an event offering guidance to small businesses in Bishopsgate area
- CoLP officers and staff participated in the May City Question Time answering questions from the public and demonstrating our close working relationship with the Corporation.
- Monthly CityIntel Crime webinars to engage businesses (primarily their security managers) have been well attended covering a range of topics including protests and crime trends – enabling timely sharing of information to assist in ensuring appropriate plans can be put in place and demonstrate close partnership working between CoLP and private businesses.

To build on the momentum of Quarter 1, the Strategy and Engagement Team have plans in place to support our local policing engagement offer. An internal engagement mapping workshop will identify how we work with our partners and who they are to ensure meaningful and effective relationships are maintained. We will be developing a toolkit to support delivery of the Cluster Panels and will work more closely with the City of London Corporation Community Safety Team to develop a shared calendar of activity to compliment what each organisation is doing and encourage greater partnership working



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Improve our productivity



Crime Data Integrity Standards

Q1	Total (not inc N100s)		Violence		Sexual (not N100s)		Other		N100s	
	277	258	95.6% ↓ -1.1%		94.4% ↑ +4.2%		87.0% ↑ +26.1%		90.0% ↑ +6.7%	
	137	131	71	67	69	60	20	18		
	Disc	Rec	Disc	Rec	Disc	Rec	Disc	Rec	Disc	Rec
93.1% ↑ +3.4%										

2025/26 Quarter 1 Compliance

Overall compliance continues to be at a good level.

Three Rape crimes were missed in this audit along with one FGM crime. All were raised with CMU and subsequently recorded. All other sexual offences were recorded.

Our compliance in recording N100 reported incidents of rape is very positive; this is a problem area for most forces.

All offences found in audited domestic records were recorded.

Recording of Robbery offences has been excellent since the April HOCR change to shop thefts involving violence – all 29 disclosed Robberies audited were correctly recorded.

Hate Crime recording compliance is also high. Of 30 disclosed Racially/Religiously Aggravated Public Order offences 29 were recorded.

ASB compliance has improved after training with Local Policing teams and increased scrutiny from CMU. Two missed crimes were found this quarter, down from seven in the previous quarter.

Q2 Priorities

Fraud – current CoLP fraud recording processes are inadequate and recording compliance is poor. We will work to ensure greater awareness of the NFIB requirements and improve compliance in advance of the next PEEL inspection.

Outcomes – Outcomes are frequently applied incorrectly, skewing the force's results in a key area of data. We are working with the CMU to increase understanding and put processes in place to ensure an improvement in compliance. This area will be regularly audited over the next year.

Training – we will explore options for crime recording training of new recruits/probationers. We will create a process of regular briefing materials for Local Policing teams.



Use data to inform our decisions

City of London Police now has 9 Published Power BI dashboards for internal use to drive decision making these contain over 50 different reports within them. The most popular dashboards remain;

- **Supervision Dashboard** providing oversight of all investigations and investigation compliance across all teams in COLP
- **Occurrence Dashboard** providing mapping, trend analysis and outcome information for crime and incidents in the city.
- **Suspect Management Dashboard** providing trends and oversight of suspects listed outstanding or wanted, the investigations they are concerned in and the harm associated with them.

Live data is now used in performance meetings at a force, directorate, and team level for both accountability purposes and to determine activity, taskings and outputs.

These dashboards are also used to inform broader strategic meetings including Strategic Vulnerability Board and Crime standards board.

The number of views and unique viewers for the top 3 dashboards has been monitored since April 2025 and cannot be provided historically. This shows an increasing trend in views meaning users are viewing them more with a stable trend in the number of unique viewers using the dashboards.

In addition to 14 general training sessions held across COLP to build use and understanding CoLPs Data Improvement Programme is developing a programme of training to be delivered in 25/26 to ensure each team understands how they can use the data available to them to help in decisions they make in their role. This is due to begin in Q3 2025.

In Q2 revisions are being made to the Suspect Management dashboard and associated processes, to ensure risk associated with suspects can be proactively managed by supervisors as well as easily understood by Senior Leaders. This is expanding the scope beyond just those outstanding or Wanted to those who are released bail or under investigation as well as those subject to offender management orders post conviction.

Additionally CoLP is setting up a Data Quality Subgroup to ensure progress with data quality issues identified through the data publication can be addressed and actions further building the confidence in using these data sources to inform decision making.

