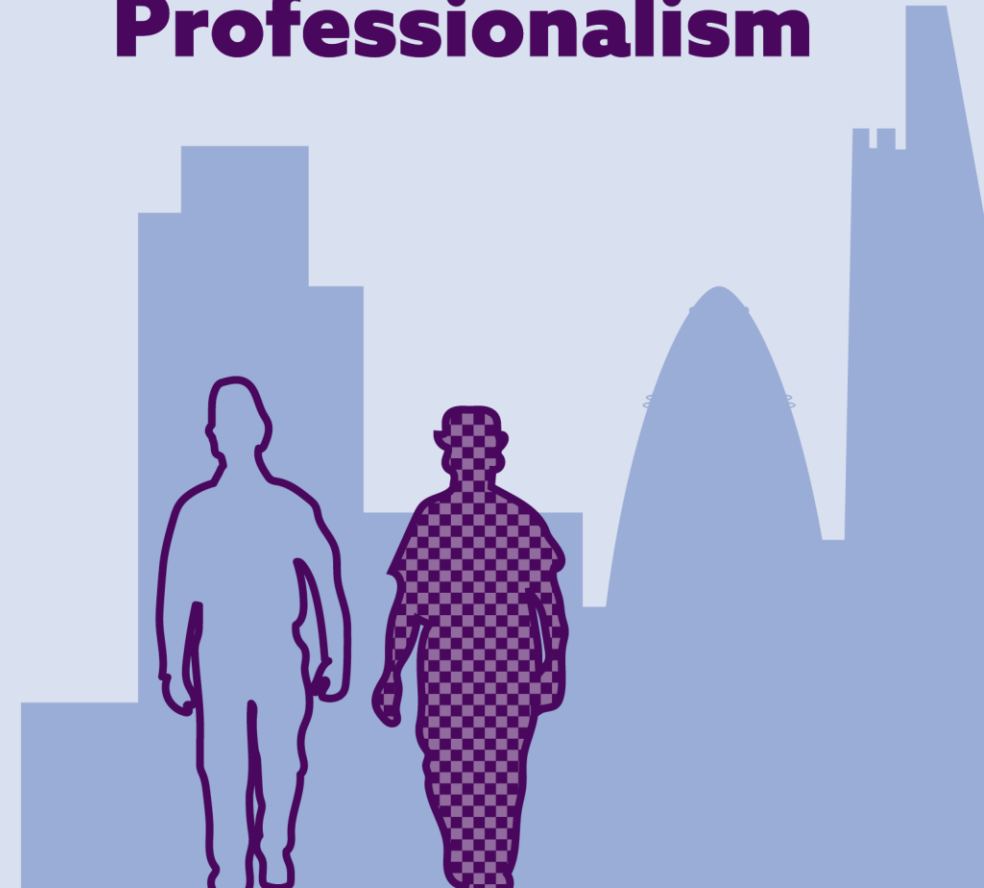# Policing Plan Performance

Quarter 2 2025/26

Integrity
Compassion
Professionalism

Background – All Crime

Crime has increased this quarter (Jul – Sep 2025) compared to the previous quarter (Apr – Jun 2025) by 3.8% (+81). This is within tolerance levels and remains below the average of the past 3 years (Oct 2022- Sep 2025). We have seen slightly decreased levels to the equivalent quarter in 2024 (Q2 2025) showing a -2.5% decrease (-55).

The past 12 months (July 2024 – June 2025) has seen a 6.1% reduction in crime (-569) compared with the previous 12 months (Oct 2023 – Sep 2024). This is due to the specific and continued reduction in crime levels since December 2024 to date.

This quarter saw a total of 2211 occurrences this is similar to FQ2 24/25 last year where we saw 2279 (-3% ~ -68 occurrences)

In our neighbouring force (Metropolitan Police Service) the trends are slightly different. This quarter the MPS have seen a smaller percentage increase (+1.2%) compared to COLPs 3.8% however when looking across the previous 12 months the MPS has seen a lesser overall reduction in crime (1.1%) compared to CoLP which has seen a 6.1% reduction.
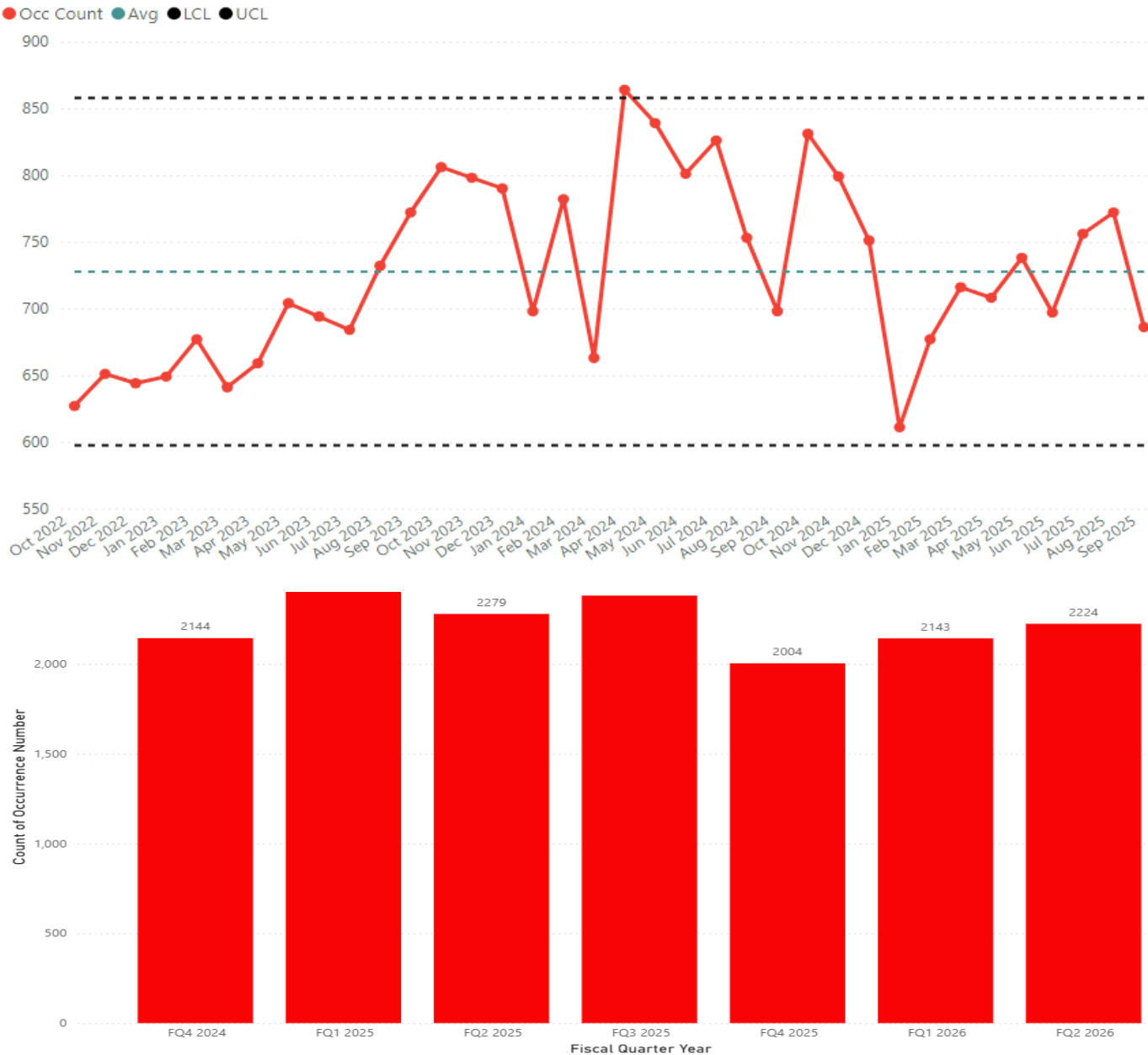
Keeping people in the City safe and Feeling safe

Reduce and respond to Theft and Violence Summary Page

Reducing Theft
- Combined the 3 main theft offences have seen a minor 5.4% (+59) increase this quarter (FQ2 25/26) compared to last quarter (FQ1 25/26)
- Offences are on a reducing trend with a 6.9% reduction (-342) comparing the current 12 month period (Oct 24 – Sep 25) with the previous 12 months (Oct 23- Sep 24).
- Theft from person offences decreased by 11.3% (-37 offences) this quarter compared to last quarter and a significant 8% decrease compared to FQ2 24/25

Responding to Theft
- 100% of incident raised with command and control were attended with immediate and significant grade response times are above service level of 95% attended within the appropriate timeframe (15min and 60min respectively).
- Combined the 3 offences have an overall positive outcome rate of 10.7% higher than the national average of 9%.
- Shoplifting and "All other theft" positive outcomes remain above the national average, theft from the person offences are in line with but not above the national average.

Reducing Violence
- Violence against the person offences increased by 12.4% (+39) this quarter (FQ2 25/26) compared to last quarter (FQ1 25/26)
- Violence against the person offences are on a decreasing trend with a 2.3% decrease comparing the current 12 month period (Oct 24 – Sep 25) with the previous 12 months.
- VAWG offences have increased slightly by 6.5% (+9) but have decreased by –5% in annual comparisons.

Respond effectively to violence
- 100% of incident raised with command and control were attended with immediate and significant grade response times are above service level of 90% attended within the appropriate timeframe (15min and 60min respectively).
- Violence against the person positive outcome rate of 15.2% with 14.5% of investigations from the past 12 months still ongoing, higher than the national average of 9%.
- VAWG positive outcome rate of 8.2% in the past 12 months with 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 5.4% (+59) increase this quarter (FQ2 25/26) compared to last quarter (FQ1 25/26). The increase seen between FQ1 25/26 and FQ2 25/26 was not shown in the equivalent quarters last year where we saw a 17% decrease (-237) but this was due to the sharp decrease in occurrences in FQ2 24/25 from the near above tolerance levels in FQ1 24/25. Theft occurrences have remained similar to FQ2 24/25 and 23/24 (-41).

Overall these offences remain within tolerance levels. Offences are on a reducing trend with a 6.9% reduction (-342) comparing the current 12 month period (Oct 24 – Sep 25) with the previous 12 months (Oct 23- Sep 24). Our neighbouring force the Metropolitan Police recorded a 1% decrease for these offences across the same period.

Shoplifting occurrences have remained relatively stable increasing by 1.3% (+5 offences) this quarter compared to FQ1 25/26, furthermore, are stable compared to FQ1 24/25 (+2.4% ~ +9 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) increased 21.7% last quarter after the introduction (+74) compared to FQ4 23/24 but this quarter has remained relatively stable (+7) compared to FQ1 25/26.

All other theft offences saw a significant 23% increase (+91 offences) this quarter compared to last quarter (FQ1 25/26). We have also seen a minor 5% increase on FQ1 24/25 (+24 offences). However, All other theft offences are on a reducing trend, due to the low levels of theft offences seen in FQ4 and FQ1, with a 10.9% reduction (-220) comparing the current 12month period (Oct 24 – Sep 25) with the previous 12 months (Oct 23- Sep 24).

Theft from person offences decreased by 11.3% (-37 offences) this quarter compared to last quarter and an 8% decrease compared to FQ1 24/25 (-24 offences). Snatch offences remain the most prevalent type of offending making up 47% of theft from person offences (135 offences this quarter), however this is a significant reduction on FQ2 24/25 where snatch offences made up 65% of theft from person offences. Theft from person offences have not significantly changed but are decreasing (-2.7% ~ -39) comparing the current 12 month period (Oct 24 – Sep 25) with the previous 12 month (Oct 23- Sep 24).

Crime Tree LV4 Desc	Jul 2025	Aug 2025	Sep 2025
ALL OTHER THEFT OFFENCES	133	176	170
SHOPLIFTING	154	116	114
THEFT FROM THE PERSON	108	113	69
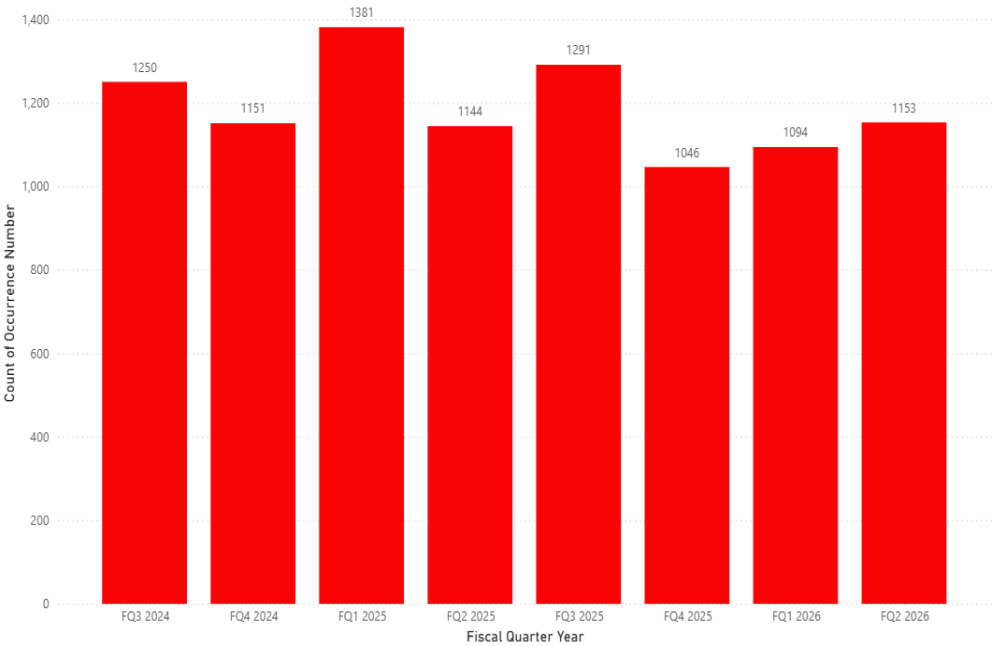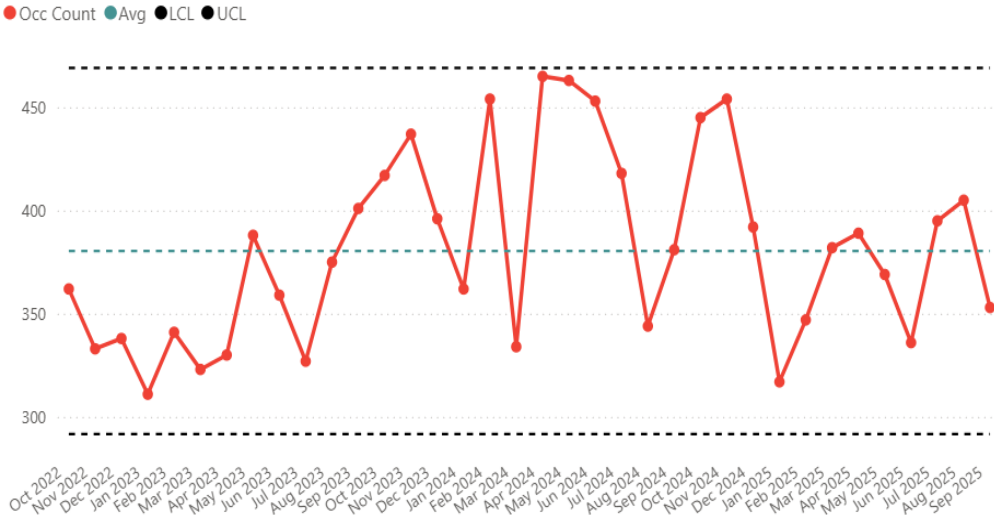
In response

- Op Swipe has seen great success over the past quarter with a focus on prevention and detection. In total there have been 1290 Op Swipe Tasking hours and over 442 engagements.
- The Op Swipe intensification week outputs saw
  • 3 Warrant executed with 1 arrested and large number of items seized
  • 40 illegal bikes seized - One of significant power and often used in snatch offending
  • 3 x Phone marking events in hot spot locations with an estimated over 300 phone marking kits used.
  • An increased number of intelligence submissions from both Op Swipe warrants and Hot Spot deployments.

There has also been a focus on risky retail premises related to shoplifting offending and putting into place action plans to combat offending across 2 specific locations namely Cheapside and Bishopsgate where offending is highest. Already this has seen positive results with the arrest of an individual suspected of committing a significant number of offences with an offender management order application being prepared pending a successful conviction.

Looking Ahead

The focus on Theft from Person and Snatch offences remains a key priority for both business as usual prevention as well as through the funded Hotspots policing program.

Improved analysis through the Problem Orientated Policing has deepened understanding of which roads and venues are contributing the most to hotspot areas allowing designated patrol plans and routes to be developed.

FQ3 will see a focussed approach for the Christmas period where we have historically seen an increase in theft from premises offending specifically linked to the night time economy. This will include consideration of the increase seen this quarter (FQ2).

A partnership problem solving approach is being taken to target key crime areas during the festive period utilising the newly trained predictive hotspot analysis which is being successfully utilised for Op Swipe and retail theft at present.

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Respond effectively to theft

Incident Response

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 96.5% (115) of all theft incidents raised as an immediate graded response were attended within the 15 min expected. This is a minor decrease (-1.4%) on FQ1 25/26 however above the 95% service level. These incidents had an average response time of 7.3 min this quarter (+1.2 mins). This is a slight increase from FQ1 25/26 (+1.2 mins) however not significantly different to the past 12 months average.

98.9% (91) of all theft incidents raised as a significant graded incident were attended within the 60 min expected. This is a 4.3% increase on last quarter FQ1 25/26 and a 1.9% increase on FQ1 25/26. This is above the 95% service level expected. These incidents had an average response time of 18.9 min. This is not significantly different to last quarter or FQ2 24/25.

CoLP continues to have a very low number of theft incidents requiring an extended response - 1 this quarter, compared to 10 in FQ4 24/25 and 6 in FQ1 24/25. All were attended within the 48hrs expected this quarter.
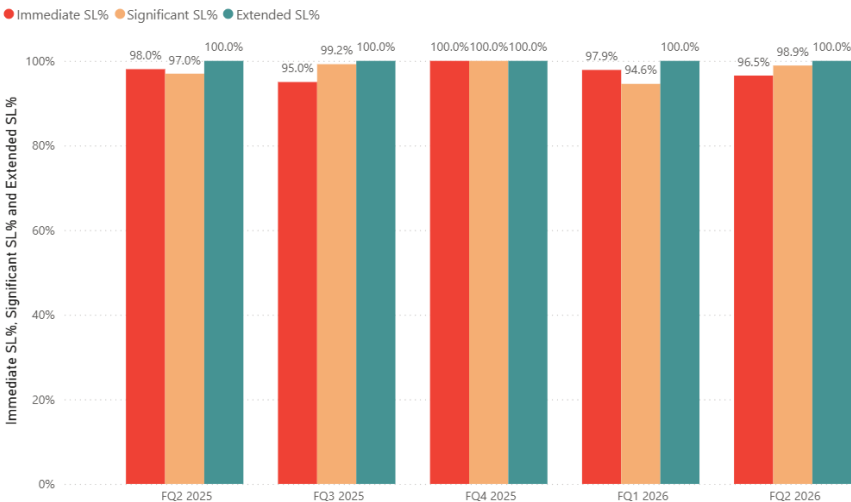
Investigative Response
The proportion of the three most prevalent theft offences recorded with a positive investigatory outcome between Oct 24 and Sep 2025 is 10.7%. With 5.4% of offences still ongoing. The latest published national average for these three offences shows a 9% positive outcome rate and 4.1% of investigations are still ongoing.
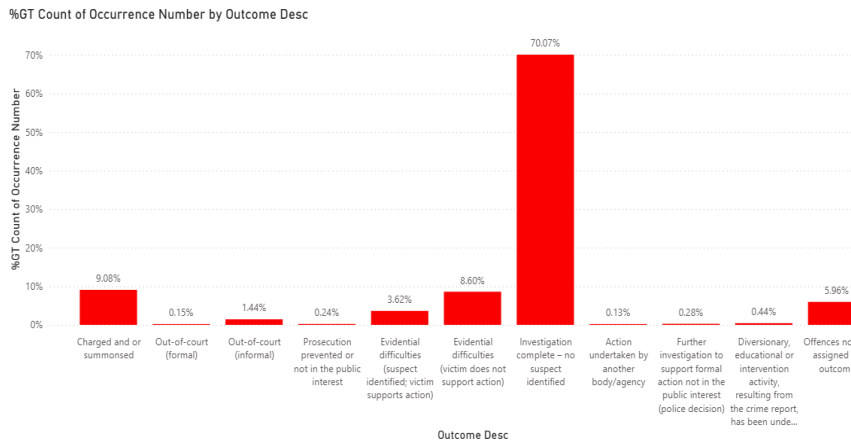
The proportion of positive outcomes does vary significantly between type of offence due to differing suspect identification opportunities aligned to the method of offending.

Shoplifting offences have a positive outcome proportion of 24.8% for offences recorded between Oct 24 – Sep 25. The latest published national average for these offences is 18%. Theft from the Person offences have a positive outcome proportion for the period of 1.1% the latest published national average for these offences is 1.3%. 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 2.1%.

Incident Response chart: Immediate SL%, Significant SL%, Extended SL%

	FQ2 2025	FQ3 2025	FQ4 2025	FQ1 2026	FQ2 2026
Immediate SL%	98.0%	95.0%	100.0%	97.9%	96.5%
Significant SL%	97.0%	99.2%	100.0%	94.6%	98.9%
Extended SL%	100.0%	100.0%	100.0%	100.0%	100.0%

Investigative Response

%GT Count of Occurrence Number by Outcome Desc

Outcome Desc	%
Charged and or summonsed	9.08%
Out-of-court (formal)	0.15%
Out-of-court (informal)	1.44%
Prosecution prevented or not in the public interest	0.24%
Evidential difficulties (suspect identified; victim supports action)	3.62%
Evidential difficulties (victim does not support action)	8.60%
Investigation complete – no suspect identified	70.07%
Action undertaken by another body/agency	0.13%
Further investigation to support formal action not in the public interest (police decision)	0.28%
Diversionary, educational or intervention activity, resulting from the crime report, has been unde…	0.44%
Offences not yet assigned an outcome	5.96%

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 should remain stable and that service levels will remain above the standards set.

We do not at this time believe any factors will impact CoLPs ability to respond to incidents effectively however are consistently 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. 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 incident response may need to be reviewed.

Investigative Response

Op Swipe remains the priority area in terms detection of crime specifically focussed on theft from person (snatch offences). Theft from the person 1.1% has remained static. Op Swipe is not currently showing a conversion into charges, so this will be investigated further however, a lot of seizures have been undertaken and an increase in positive outcomes may be seen in future quarters after investigations have completed. It is currently being investigated how many Op Swipe offenders caught by CoLP have also committed thefts outside the CoLP boundary, specifically the within the MPS.

Op Swipe 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) .

CoLP has invested in new technology, 'IRIS' (Image Recognition and Identification System) which displays images of unidentified suspects in an Instagram-like gallery. It's a much quicker and easier way for users to scroll through the images and identify suspects. This software is assisting and accelerating the identification of offenders allowing swifter justice for victims. This went live during Q2 and benefits should be seen during Q3 and Q4 in terms of conversion to outcome rates for victims. The Pursue focussed action day that took place 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 currently. Instead, we are working with retailers to make the process of reporting more efficient as part of ongoing work to improve our productivity. However, for shoplifting offences there is an ambition to achieve more, we are in a good place being above the national average but could do more and discussion are ongoing within the force to discuss what our stretch targets should be.

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Reduce Violence

In 2024/25 CoLP began 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 increased this quarter by 12.4% (+39) compared to the previous quarter FQ1 25/26. However, it has remained relatively stable (-8) compared to FQ2 24/25. Analysing data for the most recent 12-month period (Oct 2024 – Sep 2025) and comparing it to the preceding 12 months (Oct 2023 – Sep 2024) it has remained stable with a 0.3% increase (+4). FQ2 is often higher for violence offending aligned to increased NTE activity during summer months.

Violence without injury" has significantly increased in levels this quarter (FQ2 25/26) compared to last quarter (FQ1 25/26) (+27% ~ +45) and are similar to FQ2 24/25 (+4). Violence without injury offences remain the largest proportion of violence against the person offences (59%).

Violence with injury offences have also remained consistent this quarter (-5.4% ~ -6 offences) compared to last quarter. The predominant offence this quarter continues to be the lower harm offence of Assault occasioning ABH (60% of violence with injury offences). Whilst an overall increase in Violence against the person offences has been seen this quarter the harm aligned to these offences is less than was seen in FQ2 2024/25.
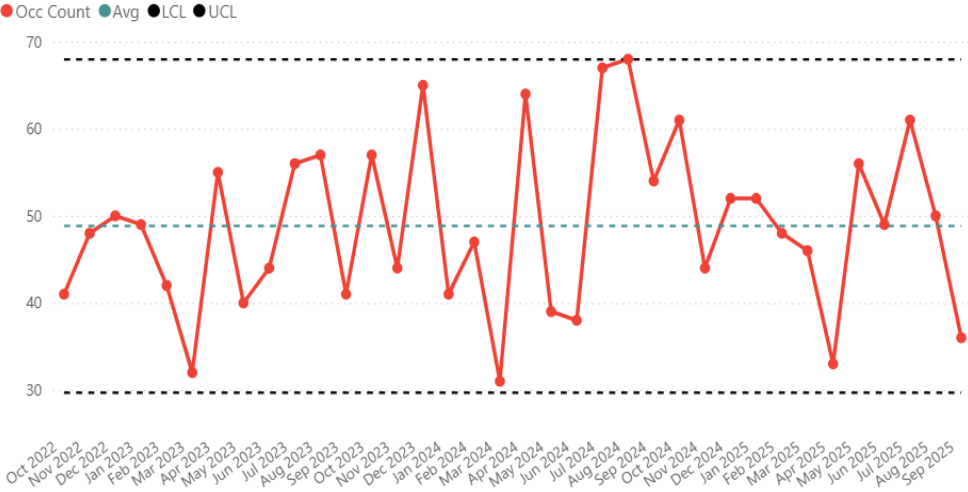
Stalking and harassment offences have remained stable with (+0) offences this quarter compared to last quarter. We continue to be well within tolerance levels. Furthermore, we have seen a 14% decrease (-6) this quarter compared to the equivalent quarter in 2024 (FQ2 24/25).

Offences related to Violence against women and girls has seen a minor increase (6.5% +9) this quarter compared to last quarter (FQ1 25/26), however we have seen a significant decrease when compared to FQ2 24/25 (--22.2% ~ -42). This is due to the near above tolerance levels seen in July and Aug 2024 which were not seen in 2025 which related to sexual offences in 2024/25. Analysing data for the most recent 12-month period (Oct 2024 – Sep 2025) and comparing it to the preceding 12 months (Oct 2023 – Sep 2024) VAWG offences have decreased by 3.8%.
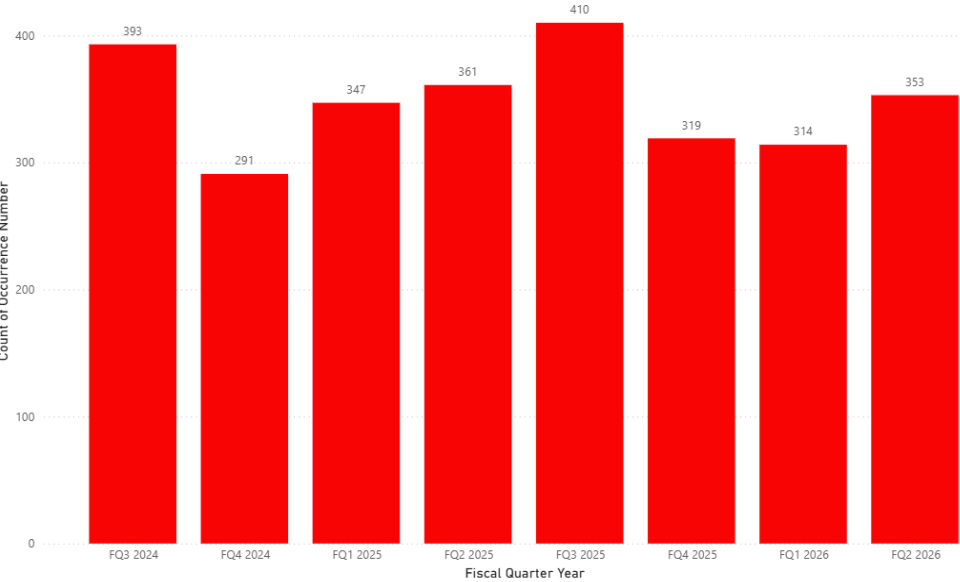
Violence against the person offences continue to be the most prevalent crime type making up 46% of VAWG offences over the past 12 months (268 crimes), followed by Public Order offences of threatening words and behaviour at 30% of offences (178 crimes), followed by sexual offences which make up 23% of these offences (136 crimes).

Violence against women and girls continues to make up the same small proportion (6%) of all crime in this quarter and 20% of violent crime offences this quarter.

Violence against Women and Girls

Occ Count ● Avg ● LCL ● UCL

Violence against the person

Crime Tree LV4 Desc	Jul 2025	Aug 2025	Sep 2025
STALKING AND HARASSMENT	15	11	11
VIOLENCE WITH INJURY	32	49	24
VIOLENCE WITHOUT INJURY	84	56	71

In response

A spike in violent offences has been seen this past quarter as per seasonal trends, this peak is significantly less than previous years due to prevention methods adopted. This has allowed CoLP to identify what works and plan initiatives for the festive period where we also see seasonal peaks.

The current problem oriented policing projects being undertaken for sexual offending and serious violence in the Night time economy has given us great insights and a review has been undertaken with intelligence to assess our high visibility hotspot hours. This quarter COLP focussed visible patrols on hotspot locations and hours for violence in the night time economy in Bishopsgate. This quarter we have seen a 21% reduction in violent crime in this area. This has given us the first indication that targeted data driven responses can be proven to have successful impact.

Additionally Op Reframe launched their welfare bus, a joint initiative with the business improvement group. Placed in the hotspot area of Liverpool street, it can be used as a refuge point as well as also allowing officers to deal with early signs of alcohol related violent offences. This is planning to be available, Thursdays, Fridays and Saturdays in the run up to Christmas.

Wave training, ask for Angela testing and licensing premise testing have continued to be undertaken this quarter. Furthermore, the hotel toolkit is being finalised to tackle sexual and violence offences within hotels, our second largest proportion of sexual offences in the city, This is toolkit is due to be implemented in phases to risky premises in FQ3 aligned to the expected seasonal increase.

Additionally this quarter improved data and analysis sharing has taken place with the City of London Corporation specifically relating to the safer city partnership. This is so planning for the Q3 prevention approach can be finalised with a strong focus on VAWG and broader Violence offending during the festive period.

Unlike acquisitive crime we are not seeing repeat offenders or victims aligned to violence offences or VAWG in the city and are therefore taking a risky venue approach targeting repeat venues where practices could be improved to reduce crime against all patrons.

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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 97.5% (161) of all violence related crime incidents raised as an immediate graded response were attended within the 15min expected. This is an increase from FQ1 25/26 (+3%) and above the 95% service level. These incidents had an average response time of 7.6 mins this quarter. This is consistent with FQ1 25/26 and FQ2 24/25 as well as the past 12months of reporting.

100% (66) of all violence related incidents raised as a significant graded incident were attended within the 60min expected, this is an increase from last quarter (+3.9%) and the same as FQ2 24/25. This is above the 95% service level expected. These incidents had an average response time of 16 mins a decrease of 6 mins from the last quarter or FQ1 25/26.

CoLP continues to have a very low number of violent incidents requiring an extended response 3 this quarter, similar to FQ1 25/26 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 (Oct 24 – Sep 25) 15.2% have reached a positive outcome, with 14.5% still ongoing. This is higher than the latest national average of 9.3% and is not significantly different to the 12 month average recorded in FQ1 25/26.

There is no significant difference between violence against the person offence types recorded in the past 12 months.

8.2% of violence against women and girls offences recorded in the past 12 months (Oct 24 – Sep 25) have reached a positive outcome with a higher level of these offences still ongoing (18.5%) 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 FQ1 25/26.

Incident Response

Investigative Response
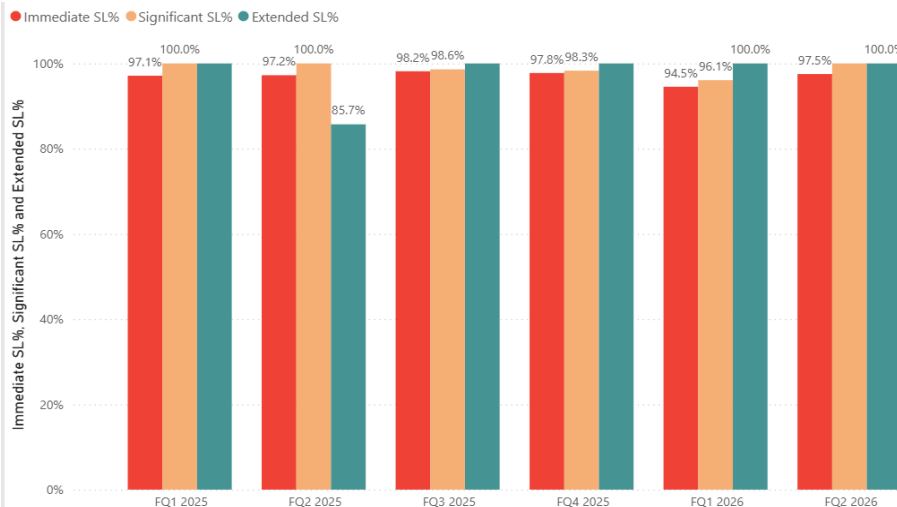
Incident Response

Violent incidents generally occur in a much smaller timeframe (5 hours of the day across 3 days of the week) specifically Thur-Sat between 9pm and 2am. This differs to the theft profile which sees offending across a much broader timeframe (10 hrs a day across 5 days of the week), for theft this specifically occurs Mon-Fri between the hours of 10am-8pm. This means a lot of the violence incidents are occurring within the same short period however, even with these significant peaks CoLP has managed to increase its incident response rates from last quarter.

As with theft we are expecting that the time to attend incidents may slightly increase but service levels will remain above the standards set. We may see a risk of post midnight incidents near the festive period reducing incident response rates due to reduction in resources. CoLP is monitoring the increase in demand over the festive period especially during weekends and a resourcing plan has been put into place for the forecasted increase in demand.

In September 25 CoLP moved 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 to ensure the right resource is in the right place at the right time.

Investigative Response

Most investigations involving violence with and without injury sit within our Criminal Investigation Department (CID) and Volume Crime Unit. 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 Q3, which will be assisted by the closing of vacancies in CID and VCU.

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.
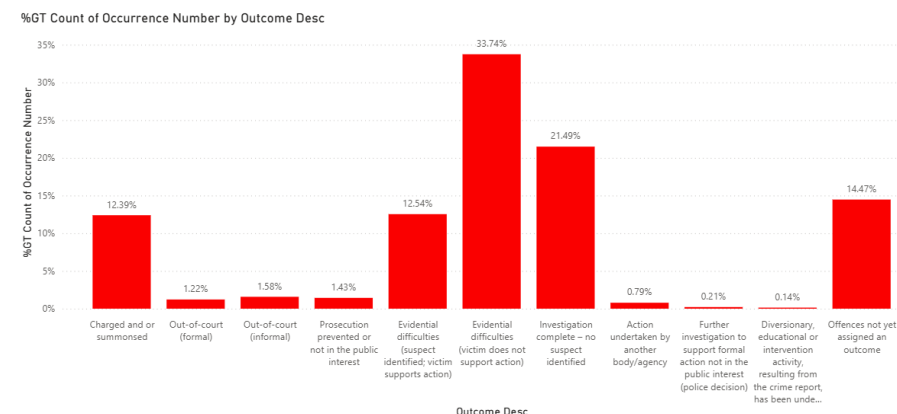
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Protect the City from Terrorism

The threat to the UK from International terrorism remains **SUBSTANTIAL.**

Despite large protests in central London (Westminster), Q2 has witnessed no discernible impact in relation to the Palestine Action proscription, made in June (Q1), for CoLP CT, with minimal impact made on CT resources.

Protect

During Q2 2025, CoLP Protect have delivered the following training sessions to our City community:

- ACT (Action Counter Terrorism) Awareness – 1 session to 28 individuals / ACT Operational – 1 session to 9 individuals / SCaN Customer Facing – 12 sessions to 150 individuals / CT briefings / Threat Updates – 6 sessions to 88 individuals / Personal Security – 2 sessions to 3 individuals / Postal awareness – 1 session 8 individuals / Bespoke Tabletop Exercise – 1 session to 7 individuals.
- Weekly bridge calls – 13 calls to an average of 40 individuals each call.
- 21 new Pavement licences issued, and 7 planning applications received.

While these figures are lower when compared to Q1, this is due to the summer period and has been experienced in previous years.

Following on from the success of previous CT Protect Events, the Protect team delivered their annual event 'CT2025' on 23rd September. The event focused on the latest advancements and trends within the industry and included presentations from the NPSA, Home Office and a victim of the 7/7 attacks. The event brought together over 200 attendees from both public and private industry for insightful discussions and networking opportunities. The event was held at 22 Bishopsgate, on level 58 the Horizon viewing platform.

Overall Tasking Hours delivered during Q2: July 2025 – 3715.22 / August 2025 – 3201.74 / September 2025 – 2905.73 TOTAL for Q2 9,822.69 (21% decrease from Q1 2025 which can be attributed to the summer months which experience higher staff abstractions through leave).

Prepare

Q2 has seen the Prepare team operating at full strength with 1 Inspector, 1 Sergeant and 1 Constable now in post.

Work relating to Op Halcyon and Op Cyclamen has continued into Q2, with CT Prepare officers preparing to test the force's ability to mobilise CBRN trained officers with no notice. Upon request by CT Prepare, a working group for CBRN was consequently created by the force's CRBN lead which will allow further discussions around training, policy, and test/ exercise. Op Plato work has also continued in Q2, with a multifaceted exercise regarding an Op Plato incident being attended by Prepare officers. During Q2, CoLP Prepare have delivered training days with Response teams which have covered a range of subjects including JESIP principles, incident management and major incidents. Likewise, the team have supported the introduction and continuous personal development of the force's force incident managers.

Prevent

Q2 has seen 5 Prevent referrals submitted directly into the CoLP Prevent Team, a 28.5% decrease from Q1. All referrals were fully deconflicted by the CoLP team with 4 transferred to the MPS (where subjects reside) with one being closed by CoLP. The start of Q2 additionally saw the CoLP Prevent team continue to provide support to MPS Prevent teams, with 4 referrals being fully deconflicted by CoLP before being referred into the MPS. The CoLP Prevent team are additionally now the pan-London SPOC for referrals where the subject is of no fixed abode. The team received 3 referrals of this nature during Q2, 1 of which will remain with CoLP, due to the subject being of no fixed abode within the City of London. The subject is in the process of being referred to a Channel panel. (Of the remaining 2 reports, 1 was closed by CoLP and 1 was directed to an MPS borough)

Pursue

A total of 24 Op Lightning reports were submitted into CoLP during Q2 – an increase of 26% when compared to Q1 2025. Iconic sites which featured in reporting included Tower Bridge, St Pauls Cathedral, Mansion House and the Guildhall, while repeat reporting was experienced at the same business premises in King William Street (x 3 reports), the general area around Paternoster Square (x 2 reports) and 22 Bishopsgate (x 2 reports). Reporting continues to be highest from our City based security personnel (79%). 13 reports detailed individuals taking photographs / filming, 5 reports listed the un-authorised flying of drones, 4 reports listed general suspicious behaviour, and 2 reports listed individuals asking suspicious questions to security staff. As of 01.10.2025 seven reports continue to have enquiries being undertaken, all remaining reports have been fully investigated and closed deemed non-suspicious.

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Protect the City from Terrorism

The One CTP London change Programme is working to create a Counter Terrorism Unit (CTU) for the entire London region, bringing together CTP capabilities from SO15, Protective Security Operations (PSO) and the City of London Police's Counter Terrorism expertise into one CT unit. When complete, CTP London will deliver all four P's of CONTEST under a single leadership across the London region. CoLP CT funding will remain unchanged and all staff and officers will stay in the city footprint. Leadership, governance and reporting will be formalised at all levels into CoLP to ensure the force has the capability and information required to support CT policing across the city.

Recommendations

Pursue: *City of London FIMU joins CTP London FIMU as a virtual FIMU with estates presence and employment in the City*

Prevent: *City of London Prevent aligns to local Borough (in place)*

Protect & Prepare: *No formal structural changes, however, CoLP will be embedded within all governance forums with the aim for CoLP have continued access to the same level of information, insight and support.*

The programme should be fully delivered by the end of 2026

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Put victims at the heart of everything we do

Put victims at the heart of everything we do- Overview

- **Victim Satisfaction**
- The average overall victim satisfaction score for Q2 2025/26 was 4.06 out of 5. This is similar to Q1 25/26 showing a +0.09 increase.
- The Victim satisfaction Score 24hrs after reporting has decreased this quarter and the victim satisfaction score 24hrs after outcome has increased however both remain within tolerance levels.

- **Case Compliance with Victims Code of Practice**
- This quarter CoLP's average compliance is 96.4% 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 baselines 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.

- **Secure positive outcomes for victims of crime in the City**
- For crimes recorded in the past 12 months (July 24 – June 25) 14.2% 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 10.9% have reached a positive outcome rate, well above the national average of 7%.

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Victim Satisfaction

In Q2 2025, we had a total of 100 responses to the survey. This has increased by 30 responses since the last quarter which provides a response rate of 4.24%.

After a technical issue in the automated referral process in Q1 where only 1,484 surveys were sent out to our victims, this quarter we sent out 2333 surveys, which is similar to previous quarters.

The average overall victim satisfaction score for Q2 2025/26 was 4.06 out of 5. This is similar to Q1 25/26 showing a +0.09 increase. To compare this with Q2 24/25 this was 3.69 showing a significant increase of 0.37.

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 Q2 is 4.06. This has decreased (-0.49) 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 3.9 this quarter. This is significantly different to last quarter (+0.5). The post investigation score is consistently lower, often negatively influenced if the investigation is unsuccessful. Also recorded on the post recording survey is needs met, this quarter the average score was 4.2 which is an increase (+0.82) since Q1.

In Q2 2025, the top themes mentioned as a positive talking point were speed of service and steps taken. These suggest a positive response from responding officers. It is important to note that speed of service was a negative theme last quarter, so this has positively changed.

The top themes mentioned as a negative talking point were outcomes and communication. Communication is the same as last quarter but will be monitored to ensure themes in victim concerns are fed back into teams through the victim services board.

The victim services manager is now in post and work is continuing to adapt the victim survey to ensure it is accessible and is reaching as many people as possible, as well as ensuring that it is being received at an optimum time to be responded too.
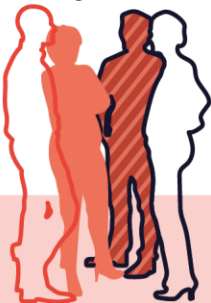
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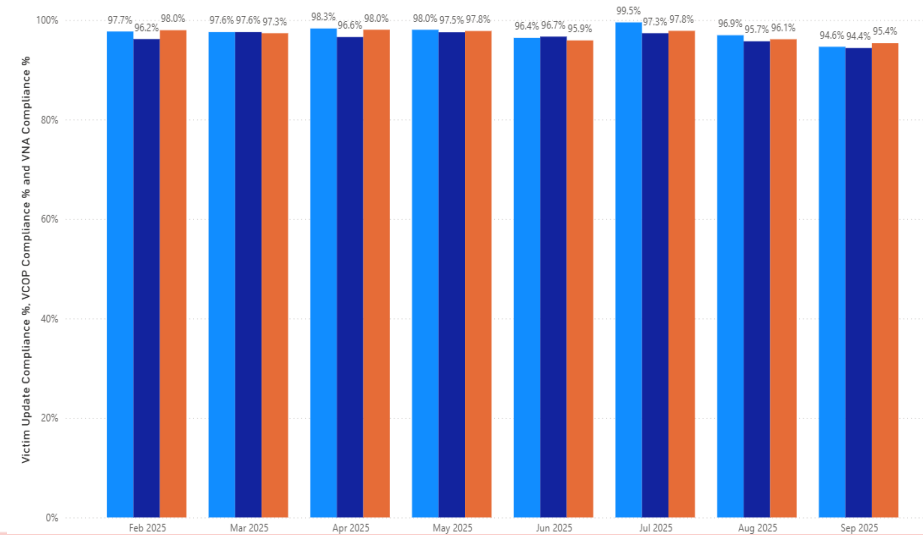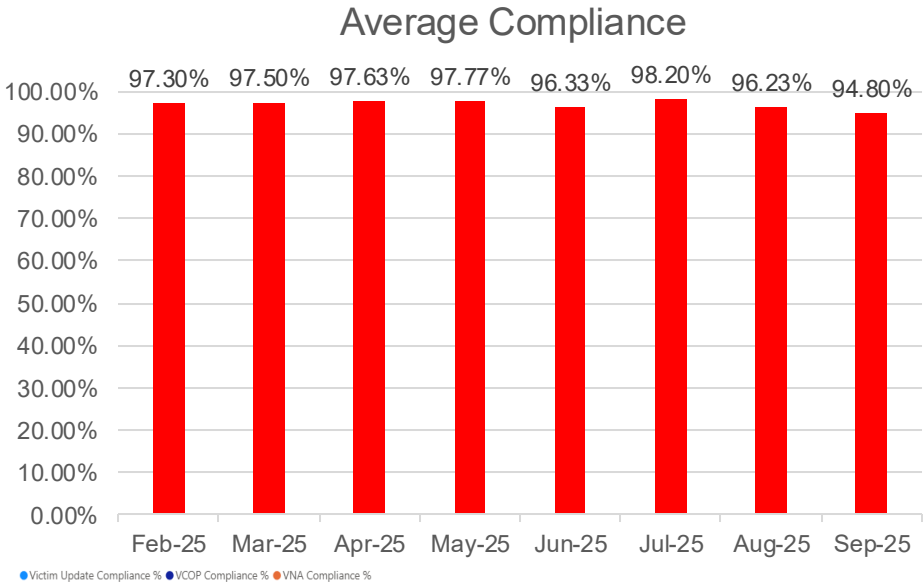
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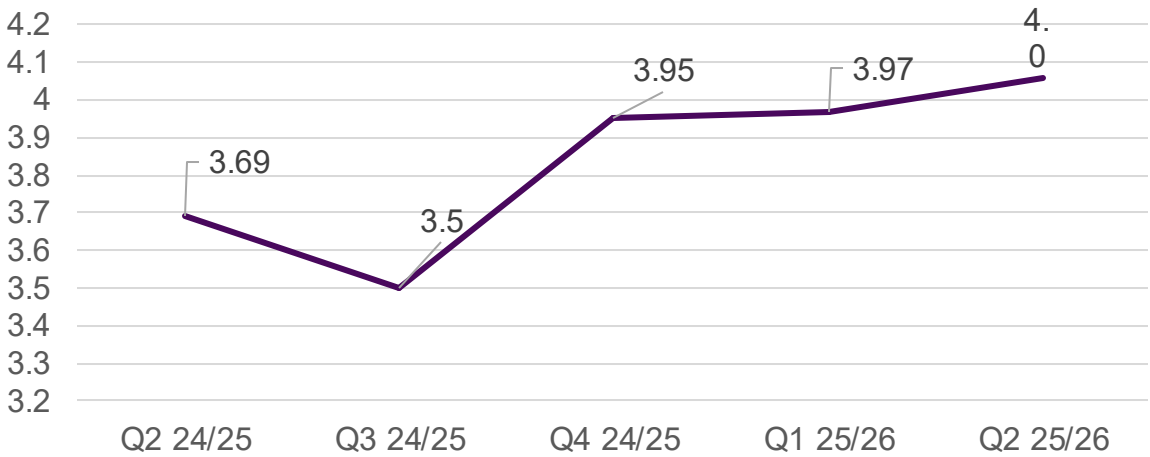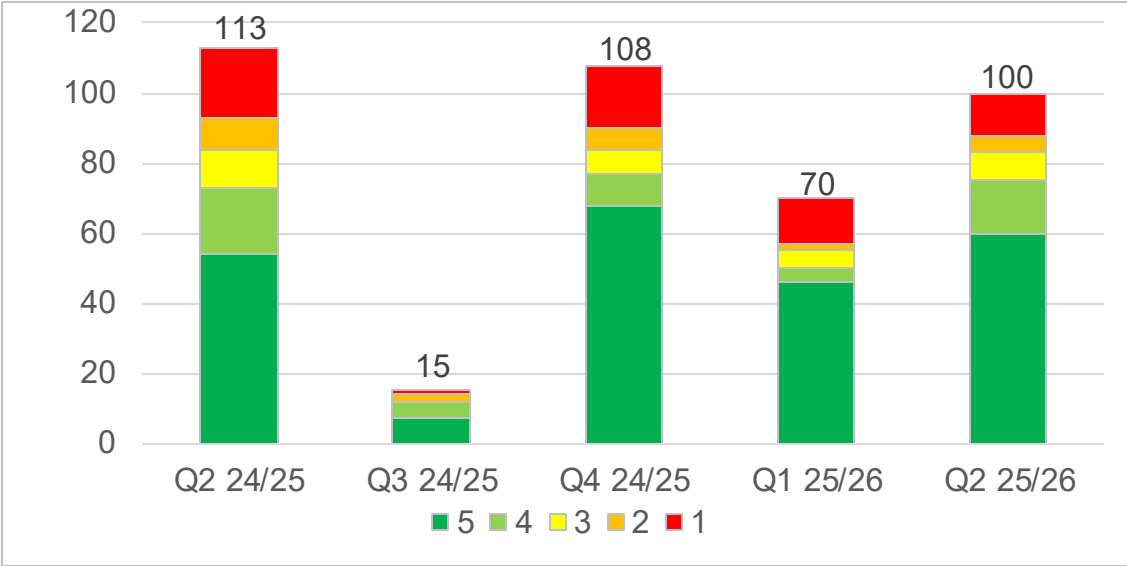
Case Compliance with Victims Code of Practice

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 96.4% across these metrics. This is a minor decrease on last quarter due to a lower level of compliance 94.4% for Victim update. However CoLP has set 90% as the compliance level for all these metrics and has consistently been above this for all 3 metrics this quarter and since the new recording changes were put into place.

Average Compliance

Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
97.30%	97.50%	97.63%	97.77%	96.33%	98.20%	96.23%	94.80%

Legend: Victim Update Compliance %, VCOP Compliance %, VNA Compliance %

In Response

First, second and senior managers are continuing to use 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 Q2.

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.

CoLP is in a strong position in 2025 so far and have been above the 90% compliance rate consistently. We have noted less stable compliance rates within Criminal Investigation Department (CID). After investigation it has been identified supervisory 28 day reviews are a compliance issue and in response a posting priority has been made to engage strong leadership in this area to increase compliance and further, stabilise this above threshold compliance rate month on month.

Notable the Volume Crime Unit which carries a high proportion of COLPs investigations has consistently been above tolerance levels at 99-100% on a continuing basis and we are reassured this will continue.

There is now a strong focus on the consistency of data leadership within the force.

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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 all crimes recorded in the past 12 months (Oct 24 – Sep 25) 14.2% (1200 occurrences) 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.
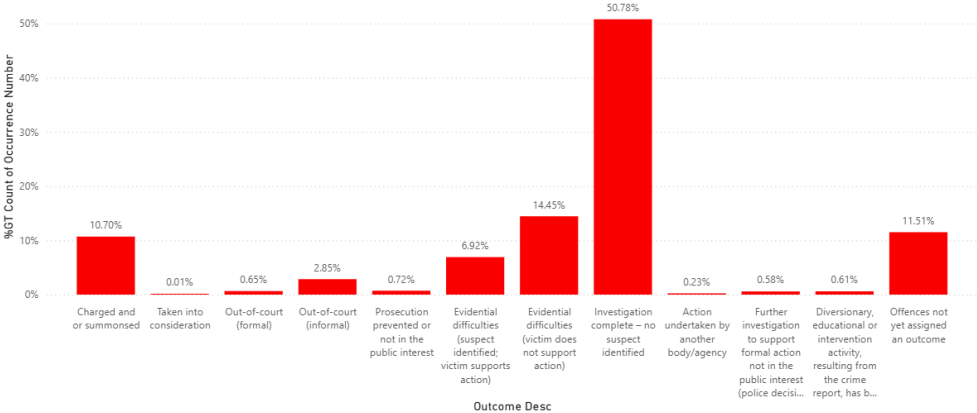
As a specific focus CoLP is keen to ensure victim-based crimes have a good positive outcome rate. For victim-based crimes (as a subset of all crime) recorded in the past 12 months 10.9% (800 occurrences) have reached a positive outcome rate, well above the national average of 7%.

These are not significantly different to the 12month outcome rate in FQ1 25/26.

Some notable areas of good positive outcome rates for crimes recorded in the past 12 months (Oct 24 – Sep 25) are;
24.6% Shoplifting offences
12.5% Burglary- Business
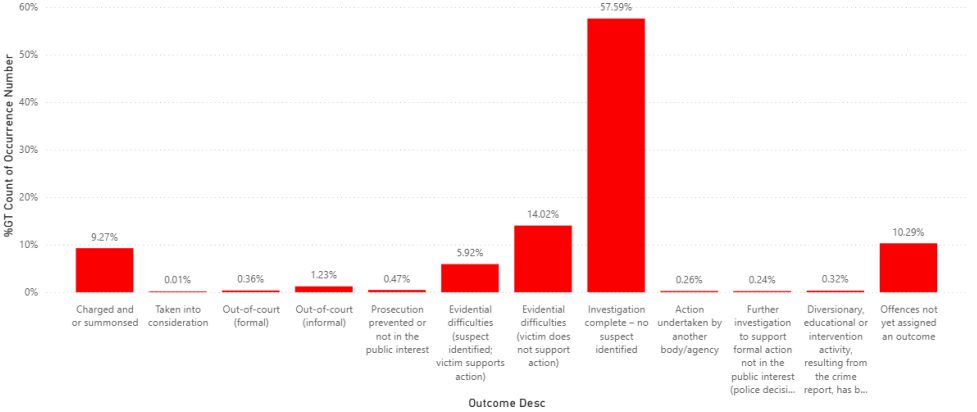17.3% Violence without injury

All Crime

%GT Count of Occurrence Number by Outcome Desc

Outcome	%
Charged and or summonsed	10.70%
Taken into consideration	0.01%
Out-of-court (formal)	0.65%
Out-of-court (informal)	2.85%
Prosecution prevented or not in the public interest	0.72%
Evidential difficulties (suspect identified; victim supports action)	6.92%
Evidential difficulties (victim does not support action)	14.45%
Investigation complete – no suspect identified	50.78%
Action undertaken by another body/agency	0.23%
Further investigation to support formal action not in the public interest (police decisi...	0.58%
Diversionary, educational or intervention activity, resulting from the crime report, has b...	0.61%
Offences not yet assigned an outcome	11.51%

Victim based

%GT Count of Occurrence Number by Outcome Desc

Outcome	%
Charged and or summonsed	9.27%
Taken into consideration	0.01%
Out-of-court (formal)	0.36%
Out-of-court (informal)	1.23%
Prosecution prevented or not in the public interest	0.47%
Evidential difficulties (suspect identified; victim supports action)	5.92%
Evidential difficulties (victim does not support action)	14.02%
Investigation complete – no suspect identified	57.59%
Action undertaken by another body/agency	0.26%
Further investigation to support formal action not in the public interest (police decisi...	0.24%
Diversionary, educational or intervention activity, resulting from the crime report, has b...	0.32%
Offences not yet assigned an outcome	10.29%

In Response

A Strategic lead for improving outcome proportions has been implemented this quarter, this is both in response to HMICFRS area for improvement and to ensure ownership for achieving COLPs ambition to improve positive outcomes for victims.

Their initial focus is on the outcomes for theft offences, specifically theft from the person offence outcomes, which are low nationally and within COLP as identified earlier in this performance report.

Op Swipe will have a large role in this upwards drive. It is important to note however, theft offences, especially theft from the person, have very low positive outcome rates nationally and the challenge to increase these are being seen by forces across the country.

We are seeing high positive outcome rates for certain crimes such as shoplifting and are investigating if anymore can be done to keep those outcomes above the national average.

Furthermore, FQ2 focused on closing vacancy gaps across the specialist operations portfolio.

In FQ3 there is a focus on maintaining Continuous Professional Development for investigative officers. We have also embarked on a support and awareness program from Specialist fraud investigation colleagues to support those conducting fraud investigations within the specialist operations portfolio to reinforce our focus on securing positive outcomes for victims of fraud in the city too.

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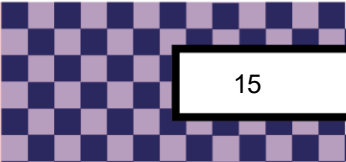
Be one of the most inclusive and trusted police services in the country

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

Quarter 2 has seen a continuation of wide-ranging community engagement, building on the activities of the previous quarter

- Following on from the completion of the 6 Cluster Panel meetings in May, work has been taking place to build on and improve the delivery model. To widen the opportunity to attend – each cluster area will now have one 'in- person' session and one 'online' meeting. A Cluster 'lite' pack has been created which will be sent out to attendees prior to the meeting with high level cluster crime data, an agenda and an invitation to send questions in advance. Dates have been set between 5th and 21st November 2025 where all 6 panels will take place.

- City of London Police remain actively engaged with residents in the City through a wide range of initiatives including newsletters, 'Coffee with a Cop', community drop-ins and crime prevention advice etc.

- Partnership working with the Corporation's City Belonging Project has also been utilised in order to remain actively engaged with our worker communities across the Square Mile.

- 57 engagement activities took place across the quarter including bike marking, phone marking, general community engagement, and crime prevention advice, cycle safety campaigns and City Intel Crime webinars keeping our City businesses updated on protest activity and crime trends. This included 1 school engagement activity and 2 faith focused sessions.

- Across the period, there was a good mix of DWO initiated and community requested activities demonstrating both a reactive and proactive approach to tackling, offering reassurance around and preventing crime.

- 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 week of concerted activity took place from 22nd to 26th September focusing on the force's Safer City Streets campaign, an approach to prevention, partnership and problem solving, which also saw the launch of the 'City Safe Bus'. This will be stationed near Liverpool Street, staffed by police officers and volunteers and will be a Safe Haven for women and girls going forward.

- Successful collaborative working has continued across the square mile with the City BIDs including planning for '16 Days of Activism' from 25th November and future VAWG campaigns in the City of London. CoLP officers and staff also participated in the September City Question Time answering questions from the public and demonstrating our close working relationship with the Corporation.

    - An internal City of London Police engagement mapping workshop took place in July 2025 exploring how we work with our partners and who they are to ensure meaningful and effective relationships are maintained. Subsequent meetings with the Corporation Community Safety Manager, Head of Comms and PAB Strategic Communications and Engagement Lead in September will build on this in the coming months - embedding a closer working relationship and collaborative community engagement opportunities across the organisations and with our partners.
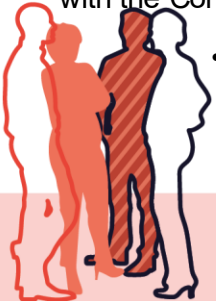
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Improve our productivity

Crime Data Integrity Standards

Q2	Total (not N100s)		Violence		Sexual		Other		N100s	
	203	199	96.6% +1%		98.4% +4%		98.8% +11.8%		92% +2%	
			58	56	61	60	84	83	25	23
	Disc	Rec	Disc	Rec	Disc	Rec	Disc	Rec	Disc	Rec
	98% +4.9%									

2025/26 Quarter 2 Compliance – Crimes Disclosed/Crimes Recorded

The exceptional overall compliance of 98% is over 8% higher than at the end of 2024/25.

Overall compliance has improved continuously since Q3 in 2024/25.

A key factor in this improvement has been the Crime Management Unit's daily checks of Occurrences created in the previous 24 hours. Through this they view Niche records which have not been tasked to them and are able to spot 'missed' crimes.

We are continuing to scrutinise Theft from Shop/Robbery recording, since the change to HOCR in April. Performance remains strong – an audit of 50 Theft From Shop Occurrences found only one case which should have been recorded as a Robbery.

An audit on crime cancellations showed a strong compliance rate of 91.2%, with most of the failures being process issues rather than incorrect decisions. These were addressed directly with the staff responsible.

Q3 Priorities.

- Fraud – process changes to improve recording and allocation quality are in discussion. A training session for CMU, jointly produced with Fraud Ops, will be run in October.

- Outcomes – an audit on Community Resolutions revealed concerns over their use and recording. This has been taken up with AOJ and will be discussed at the next Crime Standards Board.

- Training – briefings with CMU continue to be delivered on topics which are raised by staff, or on knowledge gaps identified in audits

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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 a stable trend in the number of views and viewers across the dashboards with no new dashboards being realised in the period this is to be expected.

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 Q3 the Suspect Management dashboard revisions and associated processes work continues and the custody data modelling process is due to start focussing initially on arrests and custody disposal information. Additionally work to improve vulnerability and safeguarding data availability and understanding as well as information relating to the implementation of Right Care Right Person is set be made available through Power BI dashboards.

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.

Views per month

Unique viewers per month

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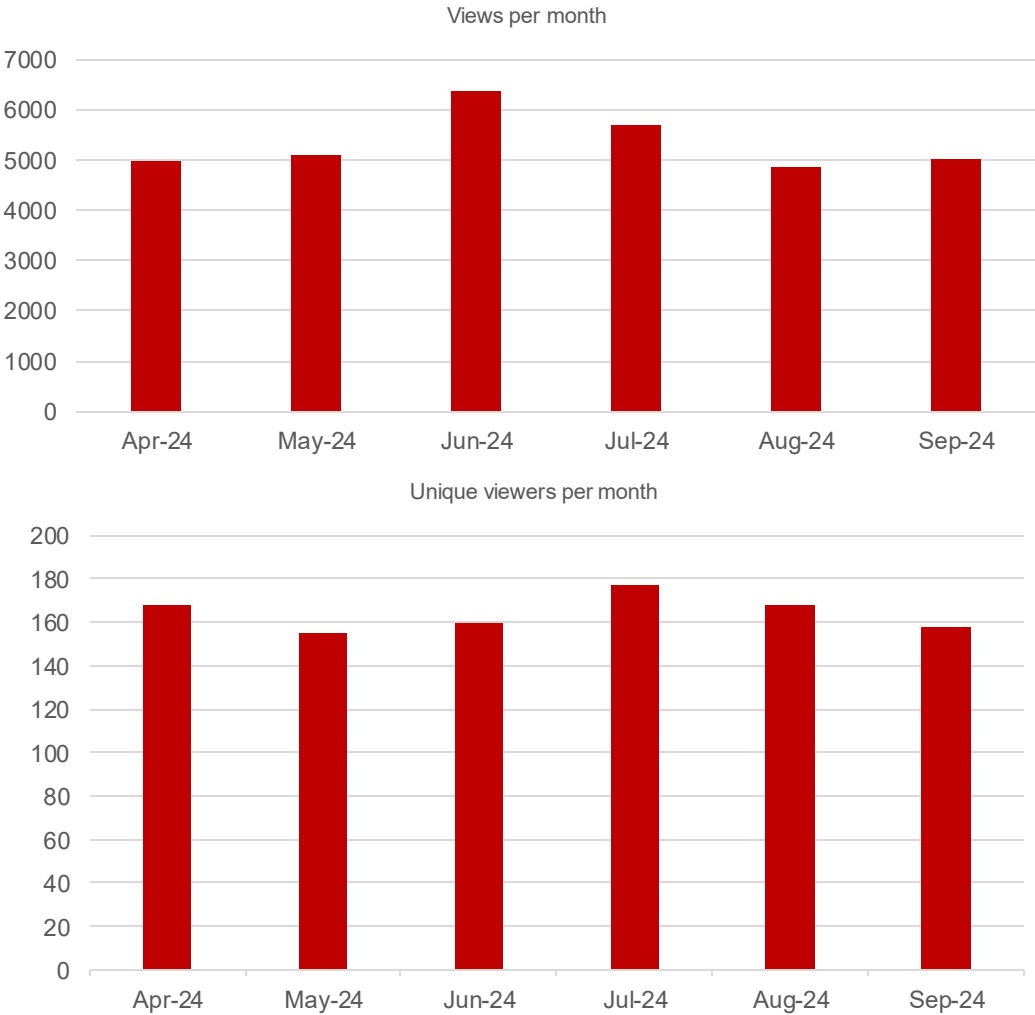
Success Measure Assessment

	⬆️ (green up arrow)	Service level has been met which is an improvement in performance OR An increasing significant data trend which is positive
	⬇️ (green down arrow)	A decreasing significant data trend which is positive
	➡️ (green right arrow)	Service level continues to be met
	➡️ (yellow right arrow)	There have been limited increases or decreases within tolerance levels
	⬇️ (red down arrow)	Service level has not been met which is a decrease in performance OR A decreasing significant data trend which is negative
	➡️ (red right arrow)	Service level continues not to be met
	⬆️ (red up arrow)	An increasing significant data trend which is negative

A variety of success measures are utilised in this framework and their assessment status is determined in this table.

Defined Service Level
Where a set service level is defined in this report (e.g. 90% compliance) the performance assessment is assessed on this quarters performance compared to last quarters performance.

Data Trends
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.
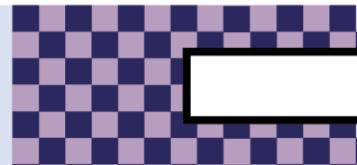
Significant data trends are identified
• where the data points fall above or below the control limits
• where there is a run of 7 data points above the average or below the average.
• where there is a month on month increase/ decrease for 7 months.

An early indication trend helps highlight emerging issues where 3 data points meet the above criteria and are highlighted through lower tier performance frameworks within COLP.

Narrative assessment
Where there is non-defined success measures or statistical data analysis available a review of the qualitative data has been completed and the same trend analysis applied.

Integrity
Compassion
Professionalism