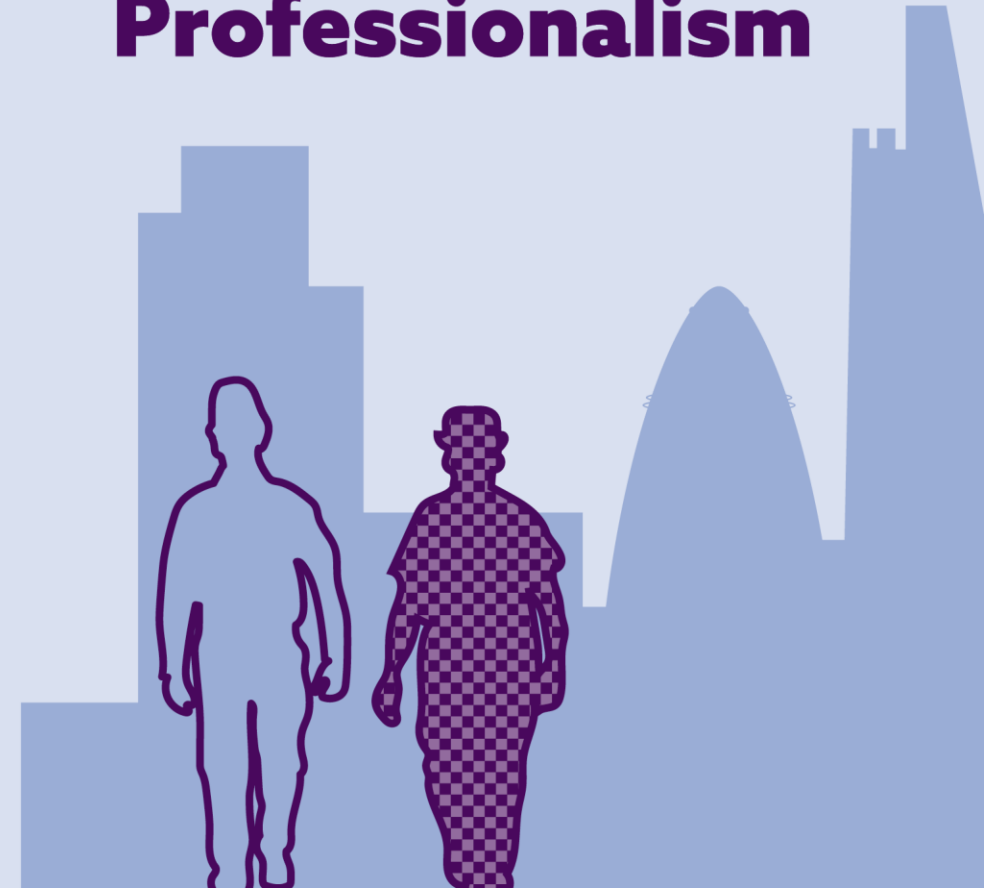


Policing Plan Performance

Quarter 1 2026/27

Integrity
Compassion
Professionalism



Background –Summary performance

Policing Plan Performance Measure	Committee oversight	Quarterly Performance	Data Trend
Reduce Theft	Local Policing Committee		→
Respond Effectively to Theft	Local Policing Committee		→
Reduce Violence	Local Policing Committee		↓
Respond Effectively to Violence	Local Policing Committee		→
Protect the City from Terrorism	Local Policing Committee		Narrative
Victim Satisfaction	Local Policing Committee		Narrative
Case Compliance with Victims Code of Practice	Local Policing Committee		→
Secure positive outcomes for victims of crime in the City	Local Policing Committee		→
Narrative assessment of engagement activity across the City	Local Policing Committee		Narrative
Maintain or increase Crime Data Integrity standards	Local Policing Committee		→
Use data to make decisions	Local Policing Committee		Narrative

Executive Summary

Keeping people in the City safe and feeling safe

CoLP has successfully reduced violence in a sustained way when seasonal increases had been expected.

Efforts to ensure the hot spots approach is adapting to emerging threats e.g. the increasing “all other theft” crime type are ongoing and are expected to impact the gradual increases seen in this area.

CoLP continues to maintain excellent response rates for incidents and is starting to see this transition in to increasing outcome rates for theft and violence offences.

This quarter we saw a national increase in the terrorism threat level. COLP continues to remain proactive in its counter terrorism protect and prepare approach with numerous initiatives underway.

Put victims at the heart of everything we do

CoLPs victim satisfaction survey continues to progress with adequate response levels. To support this a series of workshops were held with victims to understand their experience in greater detail with positive feedback received from victims in those sessions.

CoLP continues to maintain excellent service levels with regards to victims' rights for its investigations.

A change to reporting outcomes has been introduced across policing from April 2026 this may make outcome rates appear differently to past reporting.



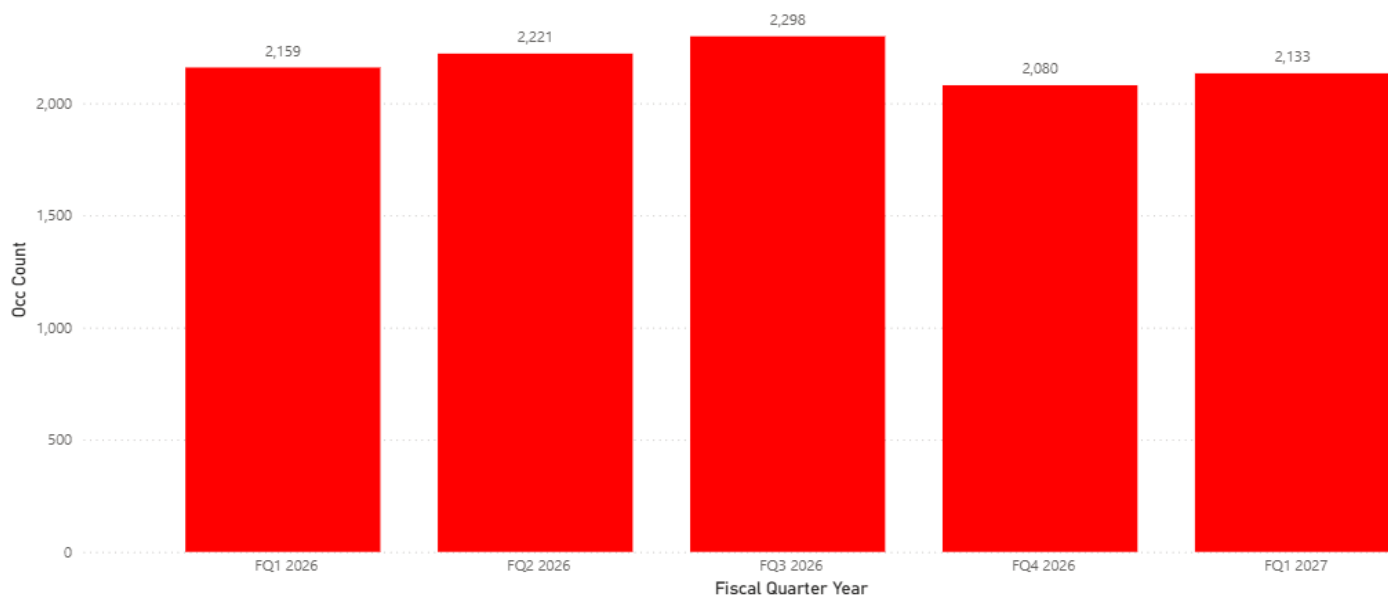
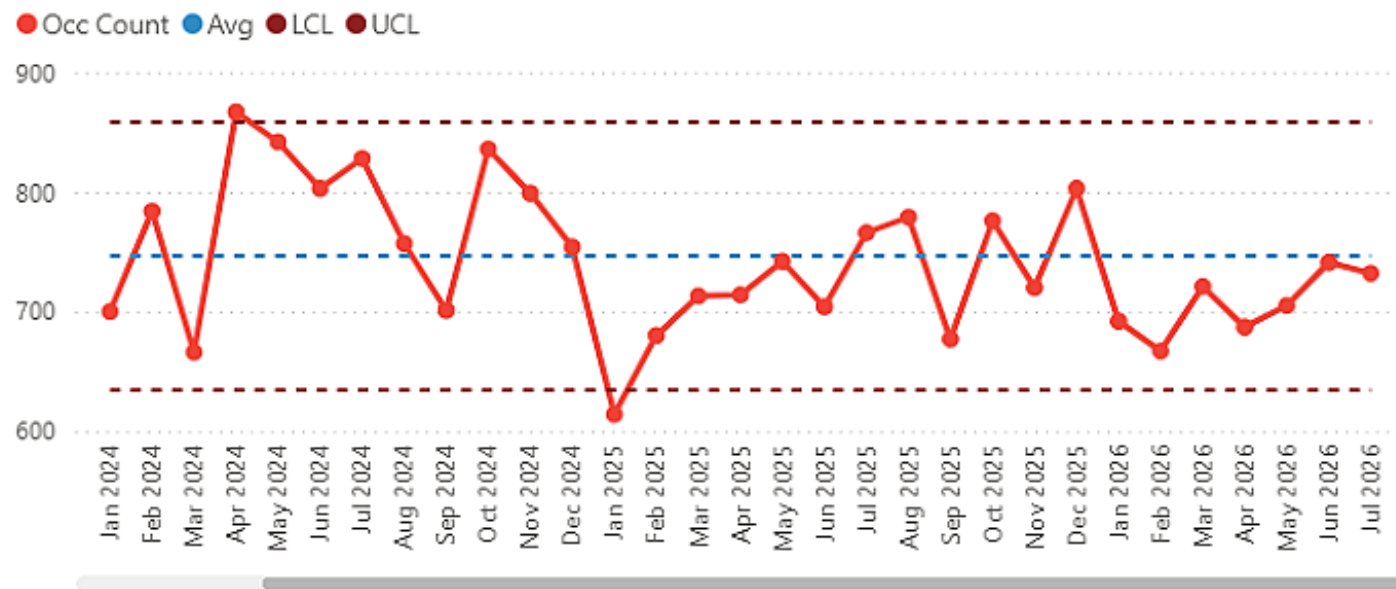
Background – All Crime

The past 12 months (July 2025 – June 2026) has seen a 1.2% reduction in crime (-109 occurrences) compared with the previous 12 months (July 2024– June 2025). This is due to the specific and continued prevention activity targeting hot spot locations for our most prevalent and harmful crime types set out in the policing plan, reducing like for like quarter crime levels since October 2024 to date.

This quarter saw a total of 2133 crimes this is similar to Q1 25/26 last year where we saw 2159 offences (-26 ~ -1.2%). When compared to the previous quarter (Q4 25/26) we have seen a small increase in crime occurrences with a total of 2080 offences (+53 ~ +2.5%), this is a normal seasonal trend.

In our neighbouring force (Metropolitan Police Service) the MPS has seen an overall greater reduction in crime over the past 12 months of -2.5% compared to CoLP's 1.2% reduction.

This quarter specifically compared to the previous Q4 25/26 the MPS saw an increase of 7.4% compared to COLPs 2.5%, crime trends do not necessarily mirror each other across our forces.



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Background - CoLP's Quarterly Crime profile

The profile for CoLP's crime has not significantly changed, with theft offences the vast proportion of crime (65%), followed by violence offences (14%). The proportions of these crimes have not significantly changed from the previous quarter.

The largest volume crime types are;

- All other theft (22.7%)
- Shoplifting (17.2%)
- Theft from the person (14.4%)
- Violence without injury (9.4%)
- Public Disorder (7%)

The greatest volume changes in crime type this quarter from the previous quarter are

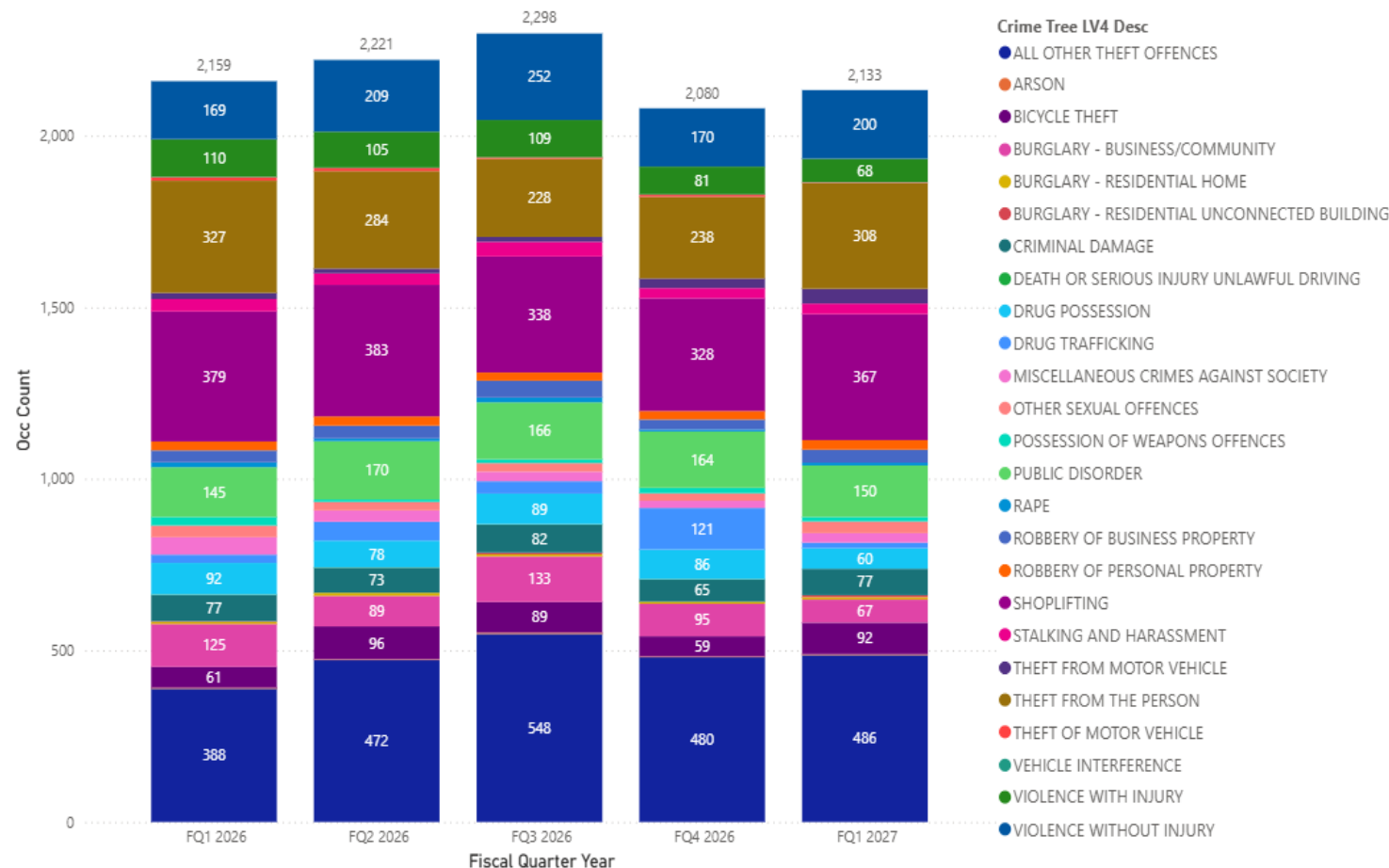
Increase;

- Theft from the person (+70)
- Violence without injury (+30)
- Shoplifting (+39)

Decrease;

- Burglary Business (-28)
- Drug Trafficking (-105)

This substantial decrease in drug trafficking is due to a specific recording issue last quarter that has now been being rectified as part of the collaborative arrangement for drug parcels seized at borders with COLP addresses and as expected have returned to normal levels this quarter.



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



Reduce and respond to Theft and Violence

Summary Page

Reduce Theft Crime count for 3 priority crime types	% Change	Number change	Respond to Theft % incidents attended within relevant timeframe	Immediate Grade CADs	Significant Grade CADs
Q1 26/27 compared with Q4 25/26	+11%	+115	Q1 26/27	100% (+2.6 on Q4) ↑ (+2.1 on Q1 25/26) ↑	100% (±0 on Q4) → (+5.4 on Q1 25/26) ↑
Q1 26/27 compared with Q1 25/26	+6.1%	+67			
Jul 25 – Jun 26 compared with Jul 24 – Jun 25	-2.5%	-115			

Reduce Violence Crime count for Violence offences	% Change	Number change	Respond to Violence % incidents attended within relevant timeframe	Immediate Grade CADs	Significant Grade CADs
Q1 25/26 compared with Q4 25/26	+6%	+17	Q1 26/27	96.8% (-1.8 on Q4) ↓ (+2.3 on Q1 25/26) ↑	94.6% (-5.4 on Q4) ↓ (-1.5 on Q1 25/26) ↓
Q1 26/27 compared with Q1 25/26	-5.4%	-17			
Jul 25– Jun 26 compared with Jul 24 – Jun 25	-4.9%	-68			

Crime Outcomes	% Change Solved+ rate for theft offences	% Change Solved+ rate for Violence against the Person offences
Q1 Solved+ Rate	11.8%	20.3%
Q1 25/26 compared with Q4 25/26	-2.2%	+4.1%
Q1 26/27 compared with Q1 25/26	-1.3%	-3.9%
Jul 25– Jun 26 compared with Jul 24 – Jun 25	+0.6%	-4.5%



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Reduce theft

The most prevalent theft offences in the City of London and therefore the focus of this measure in 2026/27 consist of theft from person, Shoplifting and All Other Theft offences (most commonly theft from premises offences).

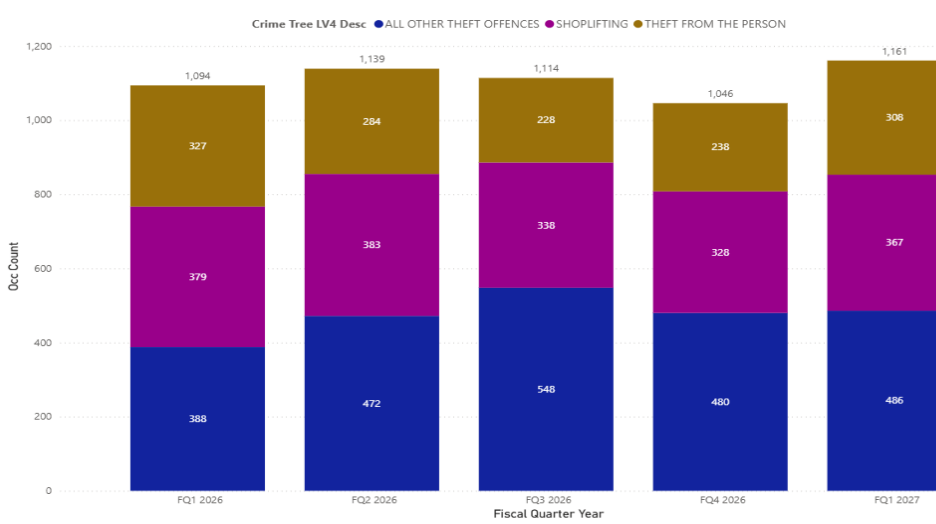
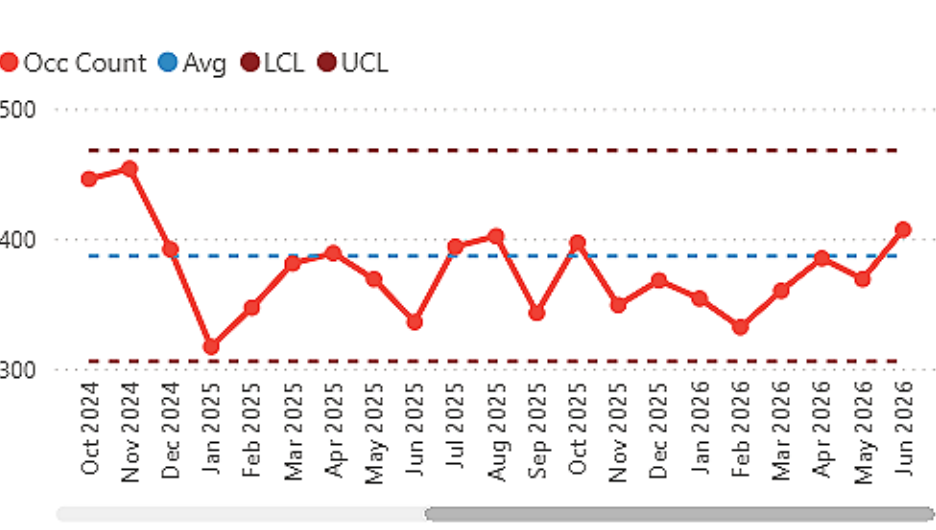
These three theft offences have seen a small increase this quarter (Q1 26/27), however overall, these offences remain within tolerance levels.

When compared to the equivalent quarter last year Q1 25/26, CoLP has seen a 6.1% increase (+67 offences). Furthermore, when compared to last quarter (Q4 25/26) CoLP has seen a 11% increase (+115 offences). Offences are however still on a reducing trend with a 2.5% reduction (-115 offences) comparing the current 12-month period (Jul 25 – Jun 26) with the previous 12 months (Jul 24- Jun 25). Our neighbouring force the Metropolitan Police recorded a greater 9.7% decrease for these offences across the same 12month period. CoLP has seen notable changes in all 3 areas of theft.

All other theft offences have remained relatively stable this quarter compared to the previous quarter (Q4 25/26) increasing by 1.2% (+6 offences). Offences continue to be within tolerance levels. In contrast, when comparing Q1 26/27 to Q1 25/26, all other theft offences increased significantly by 25.3% (+98 offences). Overall, offences are on an upward trend, driven by extremely high levels during Q3, and slightly lower but still increased levels since, with a 12.9% increase (+228 offences) when comparing the current 12-month period (Jul 25 – Jun 26) with the previous 12 months (Jul 24 – Jun 25).

Shoplifting occurrences have seen an 11.9% increase (+39 offences) this quarter compared to the previous Q4. However, compared to Q1 2025/26 we have seen a small decrease in offences by 3.2% (-12 offences). Overall, when comparing the past 12 months to the previous 12 months shoplifting offences have decreased by 2% (-28 offences). In April 2025 Home Office Counting Rule Guidance changed on how offences are recorded with some shoplifting offences now being recorded as robbery offences where violence has been threatened. Overall, retail crime has seen a 4% increase when comparing the past 12 months (Jul- Jun 25/26) to the previous 12 months (Jul- Jun 24/25) (+61 offences).

Theft from person offences increased by 29.4% (+70 offences) this quarter compared to last quarter however, CoLP has seen a 6% decrease compared to Q1 25/26 (-19 offences). Snatch offences remain the most prevalent type of offending in this grouping making up 41% of theft from person offences (126 offences this quarter), a similar level from Q4 25/26 where Snatch offences made up 41% of theft from the person offences. CoLP has seen a significant 22.9% reduction in theft from the person offences (-314 offences) comparing the current 12-month period (Jul 25 – Jun 26) with the previous 12 months (Jul 24- Jun 25). These significant decreases are due to work undertaken through Operation Swipe.



Crime Tree LV4 Desc	Apr 2026	May 2026	Jun 2026	Total
ALL OTHER THEFT OFFENCES	176	143	166	485
SHOPLIFTING	117	116	134	367
THEFT FROM THE PERSON	92	110	106	308
Total	385	369	406	1160

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Data Trend

In response

It should be noted that increases between Q4 and Q1 are not uncommon within the City of London. Historical trends indicate that crime volumes are generally lower during the January to March period compared with April to June, which can contribute to quarter-on-quarter variation as activity levels within the Square Mile increase with improving weather and higher footfall.

Several external factors have influenced theft-related offending during the quarter. Intelligence suggests that increased Metropolitan Police activity targeting organised criminal groups using electric and pedal cycles has displaced some offending into the City of London. This has contributed to increases in snatch thefts, particularly phone thefts, as well as wider theft offences. The national criminal justice environment has also presented challenges, with prolific offenders not always receiving custodial sentences for acquisitive crime due to wider capacity pressures within the prison estate. During the quarter, the City of London Police dealt with an example of a prolific offender who was not convicted at court and subsequently became wanted for multiple further theft offences within the square mile. The absence of court bail conditions and restrictions can increase the risk of reoffending and reduce opportunities for intervention through established offender management processes, which has been seen this quarter.

Despite these challenges, significant work has been undertaken throughout the quarter to tackle theft offending. Hotspot policing continues across the City, with intelligence-led deployments targeted at locations identified through current crime patterns and emerging trends.

Recognising the ongoing impact imposed by acquisitive crime, the Tactical Tasking and Co-ordination Group (TTCG) has approved additional funding to strengthen activity aimed at reducing cycle theft. Resources have also been uplifted to specifically target bag thefts, retail thefts and thefts from licensed premises. Furthermore, additional capability has been introduced to address SNATCH offences, reflecting the increasing focus on phone theft and other opportunistic crimes affecting those working, visiting and residing within the City.

The City of London Police has also continued to manage the impact of significant abstractions throughout the quarter, including commitments associated with the Old Bailey. Despite these demands, both the Proactive Acquisitive Crime Team (PACT) and dedicated cycle teams have maintained a focus on theft reduction and offender disruption.

Looking ahead, a substantial policing effort will continue throughout the summer months and into the lead-up to the Christmas period, which historically represents a higher-risk period for theft offences due to increased visitor numbers and economic activity. Further developments are planned for the force's hotspot dashboard, including enhanced mapping functionality that will provide greater oversight of patrol deployment. This will enable supervisors to identify areas that have not received targeted patrol activity and ensure police presence is directed more efficiently towards locations at greatest risk, maximising opportunities to prevent offences and apprehend offenders.

Overall, while theft offences remain an area of focus and some categories have increased during Q1, significant investment, enhanced operational capability and continued intelligence-led policing place the City of London Police in a strong position to reduce offending and maintain downward pressure on theft-related crime over the coming quarters.

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 due to somebody phoning either 999, 101 or our local force control room number.

This quarter 100% (121 offences) of all theft incidents raised as an immediate graded response were attended within the 15 min expected. This is an increase (+2.6%) on Q4 25/26 and keeps CoLP above the 95% service level. Furthermore, when comparing to Q1 25/26 we have increased service levels (+2.1%). These incidents had an average response time of 6.7 mins this quarter. This is a increase from the previous quarter Q4 25/26 (+2.2 mins) but a decrease when compared to Q1 25/26 (-2.2 mins). Over the past 12 months we have consistently been well within the 15 mins response time for immediate grades.

100% (65 offences) of all theft incidents raised as a significant graded incident were attended within the 60 min expected. This is the same as when compared to the previous quarter Q4 25/26 and an increase of +5.4% when compared to Q1 25/26. This is above the 95% service level expected. These incidents had an average response time of 10.8 min a decrease of -5 mins when compared to Q4 25/26 and -4 mins when compared to Q1 25/26.

CoLP continues to have a very low number of theft incidents requiring an extended response, 5 in total this quarter, however these have fallen below the 95% service level with only 80% of extended graded theft incidents attended within the 48hrs expected.

Investigative Response

A new national framework for the recording of investigatory outcomes has been adopted into how CoLP measures its outcomes moving forward. CoLP will adopt a revised national methodology for calculating and reporting investigative outcome rates to the Home Office. The 'solved' rate will be calculated by dividing 'solved' outcomes by the total number of outcomes ('solved', 'resolved', and 'unresolved') recorded during a defined reporting period (for example, a calendar year). 'Resolved' and 'unresolved' rates will be calculated on the same basis.

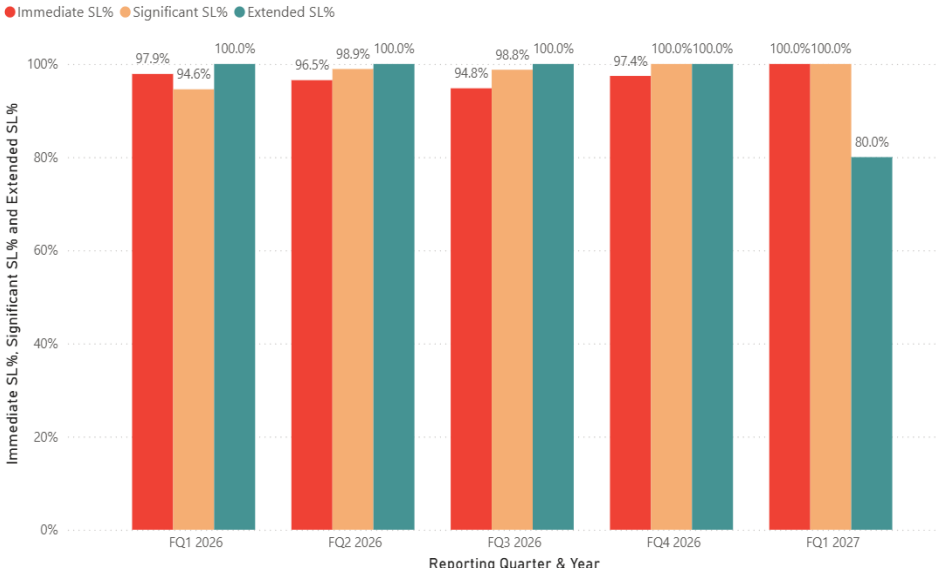
The proportion of solved+ outcome rates does vary significantly between type of offence due to differing suspect identification opportunities aligned to the method of offending.

Overall this quarter CoLP has a solved+ rate of 11.8% for theft offences closed in the quarter this is down from 14% in the previous quarter (-2.2%).

The breakdown for the three focussed offences shows All other theft the main area of reduction this quarter. For offences in that grouping closed this quarter a solved+ outcome rate of 4.8% was achieved, this is a 3.5% decrease from the previous quarter and a 1.6% decrease on the same quarter in 25/26. This is now below the latest published national average rate for these offences of 3.9%.

Shoplifting offences closed this quarter showed a solved+ outcome rate of 29.2%, this is not dissimilar to the latest published national average of 29.6%. Theft from the Person offences closed this quarter showed a solved+ outcome rate for the period of 1.4% a 1% increase from the previous quarter and closer to the latest published national average for these offences of 1.6%.

Incident Response



Incident Response

Prompt attendance rates continue to enable the City of London Police (CoLP) to respond effectively to volume crime by maximising early opportunities for evidence gathering and maintaining victim confidence. This approach is supporting more effective investigations and improved outcomes for victims, with performance continuing to exceed national averages.

Attendance times are expected to remain stable, with service levels returning to the established performance standards through ongoing team monitoring and management oversight. At present, there are no identified factors that are expected to adversely impact CoLP's ability to respond effectively to incidents.

Investigative Response

Operation Swipe remains the principal priority for crime detection, with a specific focus on theft from the person (snatch offences). Following activity under Operation Swipe during this reporting period, a number of investigations (4.8% of occurrences) remain open and are awaiting final outcomes. Work continues to improve positive outcomes and enhance disruption of Serious and Organised Acquisitive Crime, which will remain a priority in future quarters. Further approved funding in future quarters will allow more investigatory capacity which CoLP expects to translate into higher outcome rates for theft-based offences.

Analysis continues to be undertaken to establish the extent to which offenders apprehended by CoLP under Operation Swipe have committed offences beyond the City of London boundary, particularly within the Metropolitan Police Service area. This will support improved long-term offender management and partnership working.

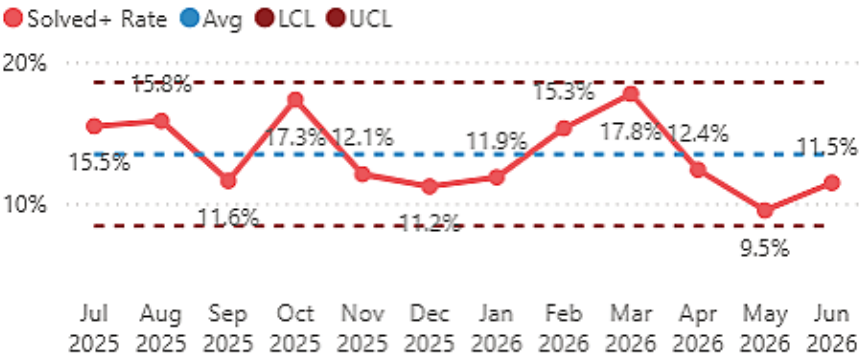
Delayed reporting continues to present challenges, particularly in relation to theft from the person and snatch offences where mobile phones are stolen. These delays can significantly impact investigative opportunities, which often rely on early notification. To mitigate this risk, CoLP has adopted a more proactive preventative approach through Operation Swipe and targeted hotspot policing. Complementary work is also underway to strengthen CoLP's operational capability to monitor and utilise CCTV more effectively across the City.

Positive results have been achieved through this preventative strategy, including incidents where suspects have been detained in possession of stolen phones, resulting in positive outcomes and the return of property to victims. Nevertheless, CoLP recognises the ongoing limitations associated with crimes that result in "no suspect identified" outcomes, particularly given the force's crime profile, where theft offences constitute a significant proportion and where this challenge is reflected nationally.

Further work is underway to review investigative approaches to business robbery and shoplifting, with a focus on increasing positive outcomes for victims and targeting repeat offenders more effectively.

Investigative Response

Solved+ Rate



Filters

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Reduce Violence

Data Trend

In response

Violence Against the Person offences have shown positive performance during Q1, with both Serious Violence and Violence with Injury offences reducing despite a number of factors that would ordinarily be associated with increased demand and higher levels of violent crime. During the quarter, footfall within the Square Mile exceeded 33 million workers and visitors, representing a 4% increase compared to the same period last year, while also showing continued month-on-month growth. In addition, alcohol sales reached their highest level of the previous 12 months during the World Cup period and coincided with multiple significant heatwaves across London, both of which are traditionally recognised as factors capable of increasing the risk of violence, disorder and antisocial behaviour as well as VAWG offences.

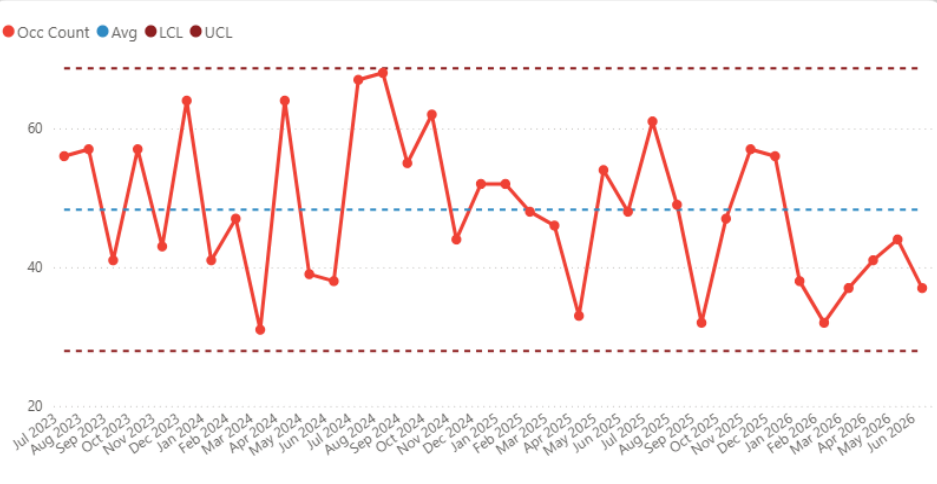
Despite these challenging conditions, the City of London Police recorded reductions in the most harmful categories of violent crime. The force is confident that this positive outcome reflects the continued effectiveness of its intelligence-led hotspot policing model and its ability to anticipate changes in the operating environment. Ahead of the World Cup tournament, crime analysts, intelligence teams and operational leaders worked collaboratively to identify locations and time periods likely to experience the highest levels of demand. This enabled resources to be deployed proportionately and effectively, particularly during peak Nighttime Economy hours and generating significant concentrations of people within licensed premises across the City.

This proactive approach allowed patrol activity to be directed towards emerging risks before incidents occurred, providing highly visible reassurance and creating opportunities for early intervention. The continued collaboration between neighbourhood policing, response teams, specialist resources and intelligence functions has ensured that deployments remain flexible and responsive to changing demand across the Square Mile.

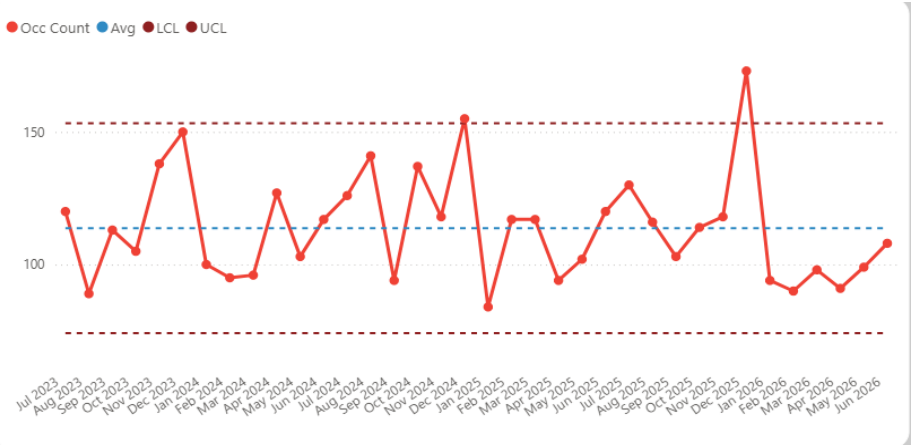
Looking ahead, planning has already been undertaken for the traditionally busier summer period and preparations have been completed for the Christmas season, which historically sees elevated levels of violence associated with increased footfall, social activity and alcohol consumption. The force will continue to utilise data, intelligence and predictive demand modelling to ensure resources are positioned where they can have the greatest preventative impact.

Moving forward there has been a National change to how VAWG offences are to be recorded and understood this is due to come into effect by October 2026 and follows the publication of the Freedom from Violence and Abuse cross government strategy released in December 2025. CoLP will move its recording and reporting of VAWG offences in line with this nationally agreed definition which may mean future reporting looks different for VAWG through this governance.

Violence against Women and Girls



Violence against the person



Crime Tree LV4 Desc	Apr 2026	May 2026	Jun 2026	Total
STALKING AND HARASSMENT	13	4	14	31
VIOLENCE WITH INJURY	23	25	20	68
VIOLENCE WITHOUT INJURY	55	70	74	199
Total	91	99	108	298

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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 96.8% (155 offences) of all violence related crime incidents raised as an immediate graded response were attended within the 15min expected. This is a slight decrease from Q4 25/26 (-1.8%) and to Q1 25/26 (+2.3%). We have consistently been above the 95% service level. These incidents had an average response time of 6.5 mins this quarter. This is a slight increase from Q4 25/26 where our average response time was 6.2 mins (+0.3 mins).

94.6% (56 offences) of all violence related incidents raised as a significant graded incident were attended within the 60min expected, this is an decrease from Q4 25/26 (-5.4%) and to Q1 25/26 (-1.5%). CoLP is now slightly below the 95% service level expected. These incidents had an average response time of 15.6 mins and small increase of +0.3 mins compared to the previous quarter and a decrease compared to the equivalent quarter last year (-1.4 mins).

CoLP continues to have a very low number of violent incidents requiring an extended response, CoLP had 1 extended graded incidents this quarter. It was attended within the 48hrs and has not changed compared to previous quarters..

Investigative Response

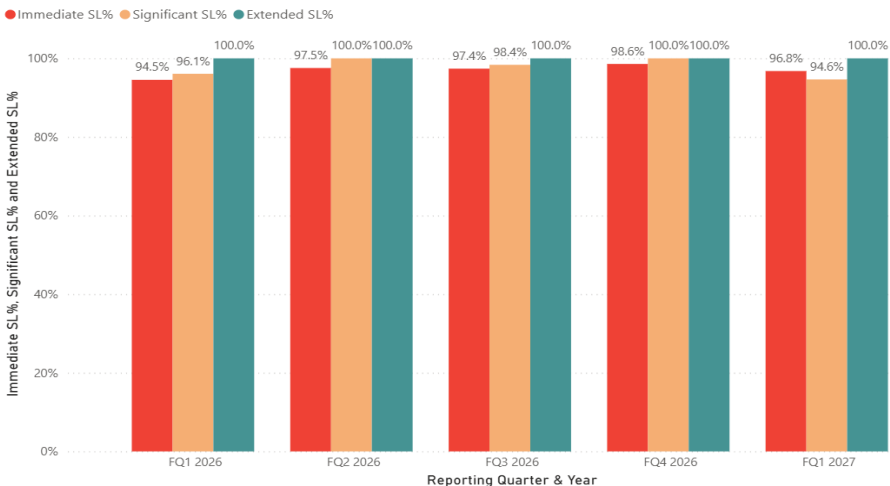
A new national framework for the recording of investigatory outcomes has been adopted into how CoLP measures its outcomes moving forward.

CoLP will adopt a revised national methodology for calculating and reporting investigative outcome rates to the Home Office. The 'solved' rate will be calculated by dividing 'solved' outcomes by the total number of outcomes('solved', 'resolved', and 'unresolved') recorded during a defined reporting period (for example, a calendar year). 'Resolved' and 'unresolved' rates will be calculated on the same basis.

The proportion of solved+ outcome rates does vary significantly between type of offence due to differing suspect identification opportunities aligned to the method of offending.

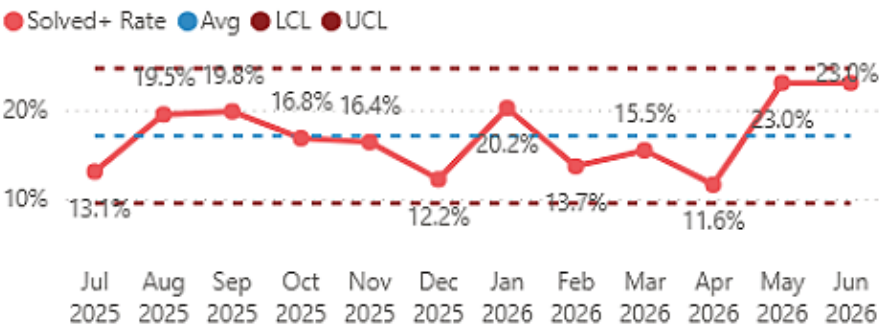
For all violence offences closed this quarter a solved+ rate of 20.3% was achieved this has increased from 16.2% in the previous quarter (+4.1%). This is above the latest national average solved+ rate of 17.0%, Both Violence with and without injury have increased in the period to 21.6% (+4.2%) and 20.7% (+4.4%) respectively and both are now above the national averages of 21.7% and 18,6% respectively. COLPS Solved + rate gas decreased from 10.5% to 8.3% taking this below the national average of 10.7%. This outcome rate does fluctuate significantly due to the small number of offences in this area. And this is considered within tolerance for the stalking and harassment grouping specifically.

Incident Response



Investigative Response

Solved+ Rate



Incident Response

Analysis undertaken to support tasking and deployment continues to show that violent incidents continue to be concentrated within a relatively narrow timeframe, typically across three days of the week (Thursday to Saturday) and within a 3–5-hour window during the Night-Time Economy (NTE). During this quarter we anticipated spikes during heatwaves and world cup matches alongside these NTE hours and tasked relevant teams effectively for prevention.

During the previous periods a preventative and targeted deployment model ensures that post-midnight increases in demand did not translate into a deterioration of service levels. Demand continues to be closely monitored, with particular focus on weekend resourcing and forward planning to ensure sustained performance during peak periods for immediate and significant grades offences.

In September 2025, CoLP implemented a revised local policing structure, including the introduction of a Force Incident Manager role. Alongside this, an enhanced tasking process has now been embedded to further improve incident response and the efficient use of available resources, ensuring that the right capability is deployed at the right time and in the right location.

Investigative Response

The majority of investigations involving violence, both with and without injury, are managed within the Criminal Investigation Department (CID) and the Volume Crime Unit (VCU). Sexual offences and domestic abuse investigations are undertaken by specialist officers within the Public Protection Unit, which provides seven-day-a-week coverage to ensure appropriate safeguarding and victim support.

There was a significant amount of work undertaken to increase positive outcome rates during Quarter 1 of 2026/27 which has been achieved and overall a strong ambition to maintain these increases throughout the wider financial year. Progress will be supported through the continued reduction of vacancies within CID and VCU, strengthening investigative capacity and resilience.

CoLP is continuing seeking to develop a clearer understanding of how victim reporting practices influence investigative opportunities and outcomes and optimisation approaches to investigatory outcomes will continue to be undertaken. This work will continue to be reviewed through the Crime Standards Board to inform service improvement.

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Protect the City from Terrorism

General Update:

On the 30th April the UK Threat Level was raised to **SEVERE** meaning an attack is **highly likely**. This increase was in response to the series of recent attacks targeting the Jewish community and an increase in Islamist and extreme right-wing terrorism in the UK. There is **no** known threat to the City of London.

Tensions and conflict in the Middle East has continued into this quarter, resulting in direct and indirect impact on the UK national security environment. Fortnightly CONTEST(e) meetings were introduced in CoLP, which focused predominately on the Middle East crisis, the threat to Jewish communities, national updates and the consequent CoLP response. In addition a Gold / Silver / Bronze command structure was established in force to oversee protective security posture and resourcing within CoLP in response to the shift in threat. All CT taskings continue to be reviewed regularly in response to the national picture. Monthly CONTEST meetings remain in place as usual.

Protect

- * The training package delivery has continued this quarter by the CTSA Team, both online and in person with over 375 individuals trained across 35 sessions ranging across both SCaN (See, Check and Notify) and ACT (Action Counters Terrorism) sessions.

- * Enhanced engagement with our City based Jewish interest – Bevis Marks Synagogue – has continued. Joint working with the Corporation of London into the delivery of the Local Approach / ACT for Local Authorities has additionally continued this quarter.

Prepare

- * June 2026 saw the team participate in a multi agency exercise sited in Canary Wharf testing a marauding terrorist attack scenario. The exercise involved CoLP officers (armed and unarmed) being deployed on the ground with the exercise also providing the opportunity to test our internal force FIM (Force Incident Manager) FDO (Force Duty Officer) / Gold and Control Room procedures.

A tabletop exercise with local City businesses, arranged by the CoLP Prepare team, relating to the Palestine Action Group, also took place in April.

- * At the start of June, a successful Emergency Trauma Pack campaign was launched in Paternoster Square, which saw many City based businesses participate.

- * The Prepare team are currently undertaking planning for a tabletop exercise to test an Operation Plato and 2 other scenarios which are scheduled for late 2026.

Prevent

- * The period between 01 April – 01 July 2026 has continued to witness low level reporting of referrals directly into the CoLP CT team with one Prevent referral received. The team have continued to support the MPS when increased referrals are being received across neighbouring London boroughs - five referrals of this nature have been deconflicted and returned to the MPS for further progression, as necessary.

Pursue

- * A total of 35 Op Lightning reports were submitted into CoLP between 01 Apr – 30 June 2026 – an increase of 34% when compared to the previous three months of 2026 (Jan – Feb 2026). City based security staff have continued to report the highest number of reports (x 31), with the remaining reports submitted by CoLP officers (x 2) a member of the public (x 1) and general staff at a City location (x 1). Of note, 11 incidents this quarter featured the location of Bevis Marks Synagogue. As of 01 July 2026, all but four reports have been closed after full investigation deemed them nonsuspicious. Enquiries continue on the remaining reports.

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



Put victims at the heart of everything we do

Summary Page

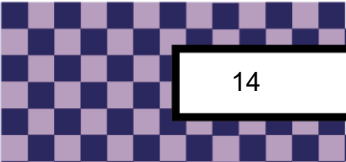
Victim Satisfaction	Q1 26/27	Q4 25/26
Post Reporting Q4 25/26	4.3	3.5
Post Closure Q4 25/26	3.5	3.2

Compliance with Victims Code	Q1 26/27
Average compliance for victims metrics	95.5% (-2% on Q4)

Investigative Outcomes	Solved+ Proportion Q1	Solved+ Proportion Q4	Solved+ rate change
Solved+ rate for All Crime	21.2%	21.2%	0%
Solved+ rate for Victim Based Crimes	15.1%	15.3%	-0.2%



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Victim Satisfaction

Analysis

Both post-reporting and post-closure scores have increased since Q4. The post-reporting survey is sent out within 2-3 days of a crime being reported to CoLP and recorded on Niche. The post-closure survey is sent out within 2-3 days of an outcome being applied to an occurrence. If a case is opened and closed within the period of sending out the surveys (3 days) only the post-closure survey will be sent.

In Q1 2026/2027, we received a total of **59 responses to the victim satisfaction survey**, with a **response rate of 4%**. The response rate is consistent across both post-reporting and post-closure surveys at 4%.

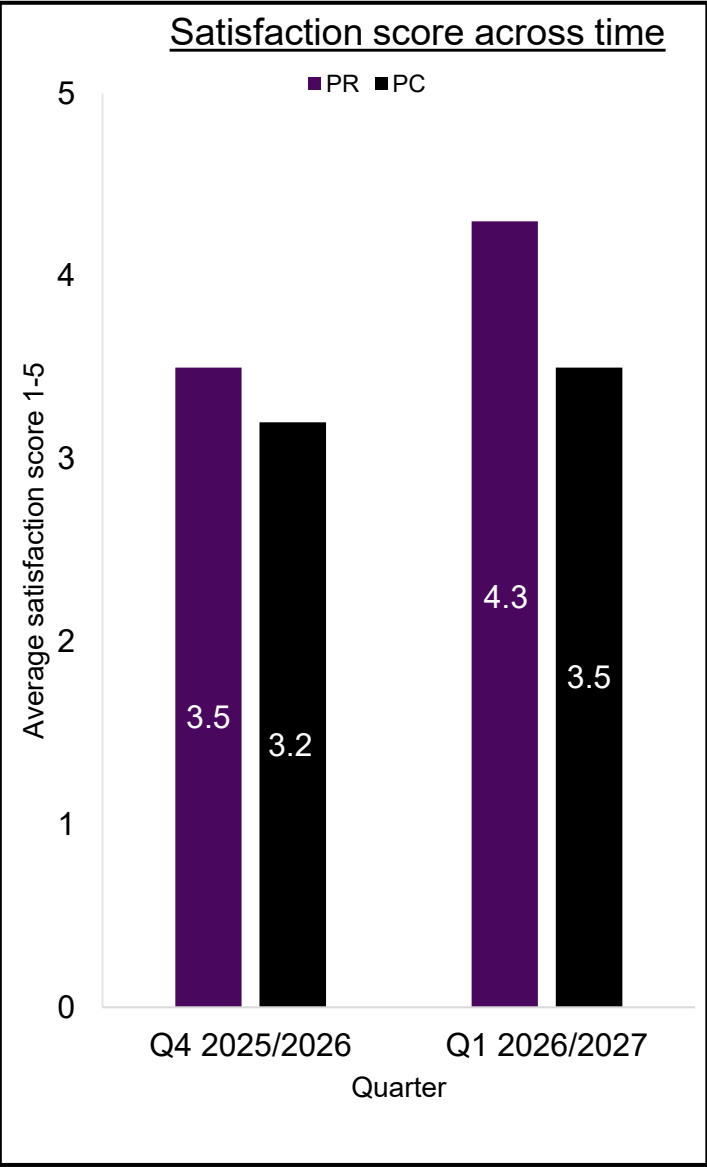
The post-reporting survey consistently scores a higher average overall satisfaction score compared to the post-closure survey.

6 officers mentioned positively in Q1. Key themes highlighted were officers being “helpful”, “supportive” and victims being kept up-to-date. This has been shared with department leads and included in the internal staff newsletter.

Agreed via the Victim Services Board the survey pilot has been extended (to be reviewed in 6 months). Surveys will now be scheduled to send at 7pm to try improve response rates and this will be continuously monitored by the victim services team.

Survey is now linked to occurrence number, and next steps will be looking to build a Power BI dashboard. This means we can link negative feedback and complete reality testing as well as linking demographic information to satisfaction.

Victim Service Board has agreed to now report biannually to improve the meaningfulness of the data.



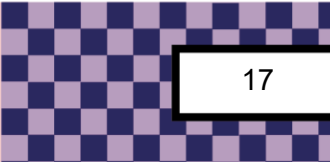
Case Outcome

- Case outcome has consistently received the lowest victim satisfaction score across both quarters.
- The victim services team conducted an anonymous officer confidence survey and a deep dive into how occurrences are closed on Niche.
- Findings were taken to the Victim Working Group and Victim Service Board meeting.
- Further work is taking place between victim services team, Crime Management Unit and Learning & Development to improve officer training in victim contact and the communication between officers and victims.

Victim Focus Groups

- Victims who consented to being contacted for further feedback during the victim satisfaction survey were invited to attend a victim focus group or to complete a further feedback survey.
- 4 victims attended online focus groups and the further feedback survey received 7 responses.
- Both the survey and focus groups were focusing on each stage of their journey with COLP (reporting, investigation, outcome etc).
- Overall feedback from victims was mostly positive and suggests that victim satisfaction is heavily influenced not by the final outcome of an investigation, but by whether victims feel listened to, informed and supported throughout their journey.
- Areas of improvement were noted as better explanations of Criminal Justice and Court Processes and handover from police to Court. The Victim services team are now working with witness care to review these processes.
- The insights these focus groups offered were invaluable whilst our quantitative assessment is still limited and so now will be conducted quarterly.

Data Trend	
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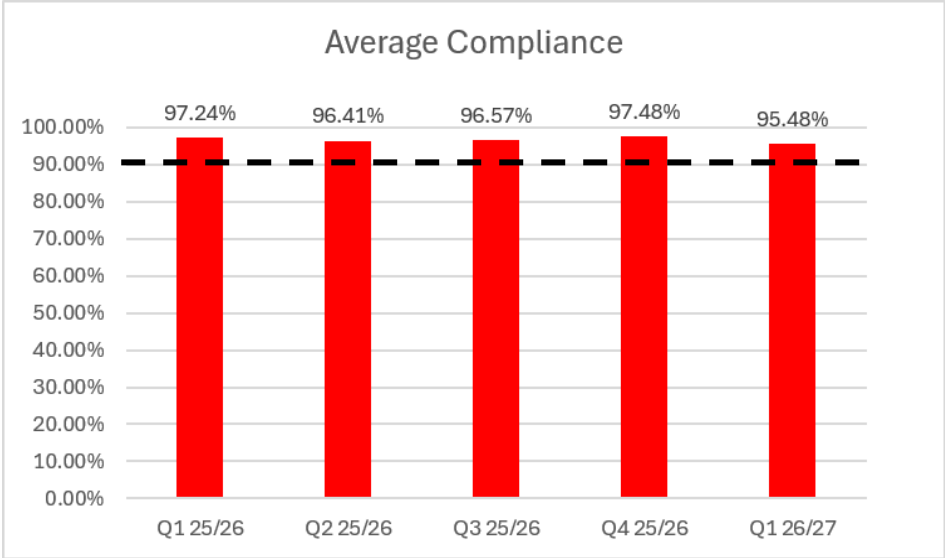
Case Compliance with Victims Code of Practice

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 centrally ;

- 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, and are developing monitoring through Victim Services Boards for all of the rights within the code.

This quarter CoLP's average compliance is 95.5% across these metrics. This is a slight decrease compared to the last quarter. 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.



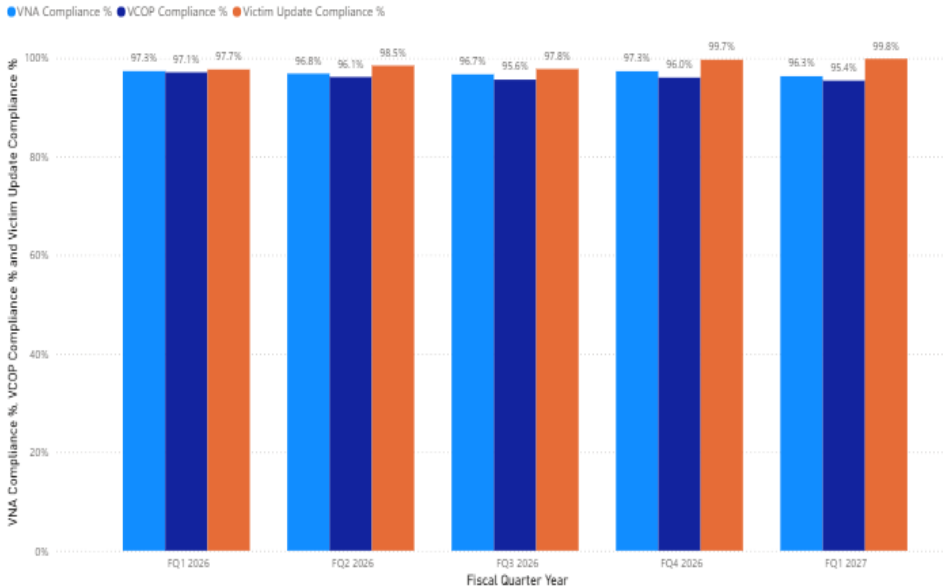
In Response

First, second and senior line 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 continued automatically notifying supervisors and team leads when performance levels drop and have established that this is a successful technological strategy to ensure we meet the needs of our victims.

Furthermore, internal dashboard updates allow managers to clearly see their departments and team trends and compliance position.

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 CoLP to maintain our 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.



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Secure positive outcomes for victims of crime in the City

A new national framework for the recording of investigatory outcomes has been adopted into how CoLP measures its outcomes moving forward.

CoLP will adopt a revised national methodology for calculating and reporting investigative outcome rates to the Home Office. The 'solved' rate will be calculated by dividing 'solved' outcomes by the total number of outcomes('solved', 'resolved', and 'unresolved') recorded during a defined reporting period (for example, a calendar year). 'Resolved' and 'unresolved' rates will be calculated on the same basis.

The proportion of solved+ outcome rates does vary significantly between type of offence due to differing suspect identification opportunities aligned to the method of offending.

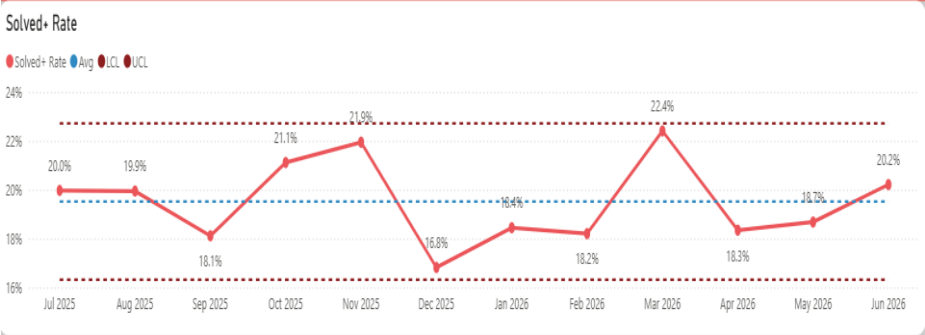
Overall, for all crime offences closed in this quarter we have secured a solved+ rate of 21.2%, the same as the previous quarter.

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 Q1 26/27 15.1% have a solved+ outcome similar to the most up to date national average of 14.6%. and a 0.2% decrease from the previous quarter.

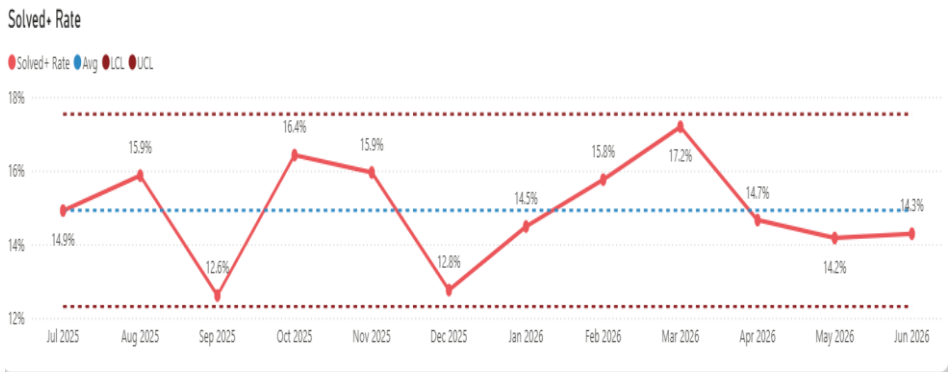
Some notable areas of good positive outcome rates for crimes recorded in Q1 26/27 are

- 29.2% Shoplifting offences
- 43.5% Burglary- Business
- 61.8% Misc. Crimes against society

All Crime



Victim based



In Response

A new national framework for the recording of investigatory outcomes has now been undertaken into how CoLP measures its outcomes moving forward. See appendix 2 for details

CoLP has adopted a revised national methodology for calculating and reporting investigative outcome rates to the Home Office. The 'solved' rate will be calculated by dividing 'solved' outcomes by the total number of outcomes ('solved', 'resolved', and 'unresolved') recorded during a quarter

We will continue to monitor our performance against the national framework to actively improve performance.

Op Swipe will continue to be a strong focus throughout the year to not only support the preventative measures of the operation but also improve investigatory outcomes. 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 continue to be seen by forces across the country.

A specific focus moving forward will to be to continue to understand the barriers being faced during investigations to convert the high number of offences being targeted effectively into positive investigatory outcomes . This will continue to be an ongoing initiative throughout the financial year and more work is being undertaken to understand the barriers in place and accommodate known barriers such as, reporting delays and CCTV monitoring.

We are seeing high positive outcome rates for certain crimes such as shoplifting and increased funding for theft based offences should mean these outcomes remain above the national average.

Improve our productivity



Crime Data Integrity Standards

2025/26 Quarter 4 Compliance – Crimes Disclosed/Crimes Recorded

Q4	Total (not N100s)		Violence		Sexual		Other		N100s	
	137	134	96.1%		100%		97.4%		100%	
			-3.9%		+1.6%		+3.3%		+33.3%	
			41	39	58	58	38	37	17	17
	Disc	Rec	Disc	Rec	Disc	Rec	Disc	Rec	Disc	Rec
97.8%			+0.5%							

Violence: Includes Modern Slavery, Robbery, Harassment/Stalking, and threatening/offensive communication offences.

Sexual: Includes offences relating to indecent images.

Other: All non-violent and non-sexual offences, including acquisitive crime, damage and state-based offences.

N100s: Rape reports are treated differently to other offences - the Home Office wants notifiable records to be kept of all Rape reports not immediately recorded as a crime. The N100 category was created to notify the Home Office when forces receive reports of Rape where the disclosure comes from a 3rd party, cases where the police have credible evidence to the contrary at the time of the report, or reports of Rape which occurred in other forces.



Crime Data Integrity Standards

2025/26 Quarter 4 Compliance – Crimes Disclosed/Crimes Recorded

Q4	Total (not N100s)		Violence		Sexual		Other		N100s	
	137	134	96.1%	-3.9%	100%	+1.6%	97.4%	+3.3%	100%	+33.3%
	41	39	58	58	38	37	17	17		
	Disc	Rec	Disc	Rec	Disc	Rec	Disc	Rec	Disc	Rec
	97.8%									

- Internal auditing indicates that the force is continuing to perform at the Outstanding level found by HMICFRS in 2024.
- This is the first time that the force has achieved a quarterly compliance of 100% for Sexual offences (this internal stats format began in July 2023).
- This is also the first time we have achieved a quarterly 100% compliance in N100 recording for nearly two years.



Crime Data Integrity Standards

Current Priorities

- Course of Conduct crimes (Harassment, Stalking, CCB) – an area of focus for HMICFRS who have found many instances of these crimes being 'hidden' in other offences. We will audit domestic and Communication offences to check compliance in CoLP.
- Training – sessions focusing on Fraud 'Call for Service' criteria are being run with Response officers and will be extended to Control and Front Office.
- Retail Robbery – information from the Performance team indicates that CoLP record a high proportion of Robbery crimes compared to other forces. We will audit CoLP Robbery crimes to check recording compliance.
- Crime cancellations – decision making will be audited in Q2 as part our regular audit schedule.



Use data to inform our decisions

Data Trend



There have been no significant change to the viewers or views of the existing dashboards in the period.

Data development has continued with significant work on suspect management in the period to improve the data quality and data availability to both understand the risk held by outstanding suspects and also direct resources appropriately to apprehend them.

Data development work continues with significant dashboard developments expected in the coming quarter notably; Custody, Complaints and Conduct and Tasking information as well as improving data quality priorities alongside data tool development.

In FQ1 2026 in addition to the operational insights data is being used to drive in our reduction of violence and theft there were some notable additions to how data is used to evidence decisions in force meetings including;

A data led performance review of our peoples experience from application, within the force and when leaving the organisation was presented at People, Culture and Legitimacy board. This has maintained continued direction of the force EDI strategy with some specific actions following to understand disproportionality at certain points of the journey including application, through grievance and complaint processes as well as improving our understanding of disclosure rates of these characteristics. This will now be an annual review through the relevant board to ensure continued understanding.

Victim Services Board has started reviewing data to understand how well it is servicing most of the Victim Code of Practice rights up until point of charge. It has also started reviewing the journey of victims in a more holistic sense looking at whether victims contact preferences are considered and importantly looking at victim disengagement, including how that varies across protected characteristics where possible. This has already led to some interesting discussions and additional actions to increase understanding further.

CoLP continues to strengthen the data quality around its reporting of fraud, money laundering and investigation information related to serious and organised economic crime through its tier 2 and 3 performance structures.



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Appendixes



Appendix 1 : Success Measure Assessment

	Service level has been met which is an improvement in performance OR An increasing significant data trend which is positive
	A decreasing significant data trend which is positive
	Service level continues to be met
	There have been limited increases or decreases within tolerance levels
	Service level has not been met which is a decrease in performance OR A decreasing significant data trend which is negative
	Service level continues not to be met
	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.

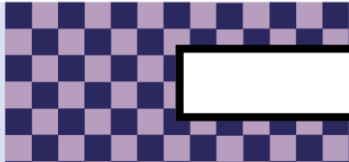
Significant data trends are identified

- 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.

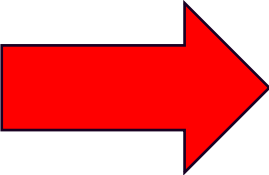
Narrative assessment

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



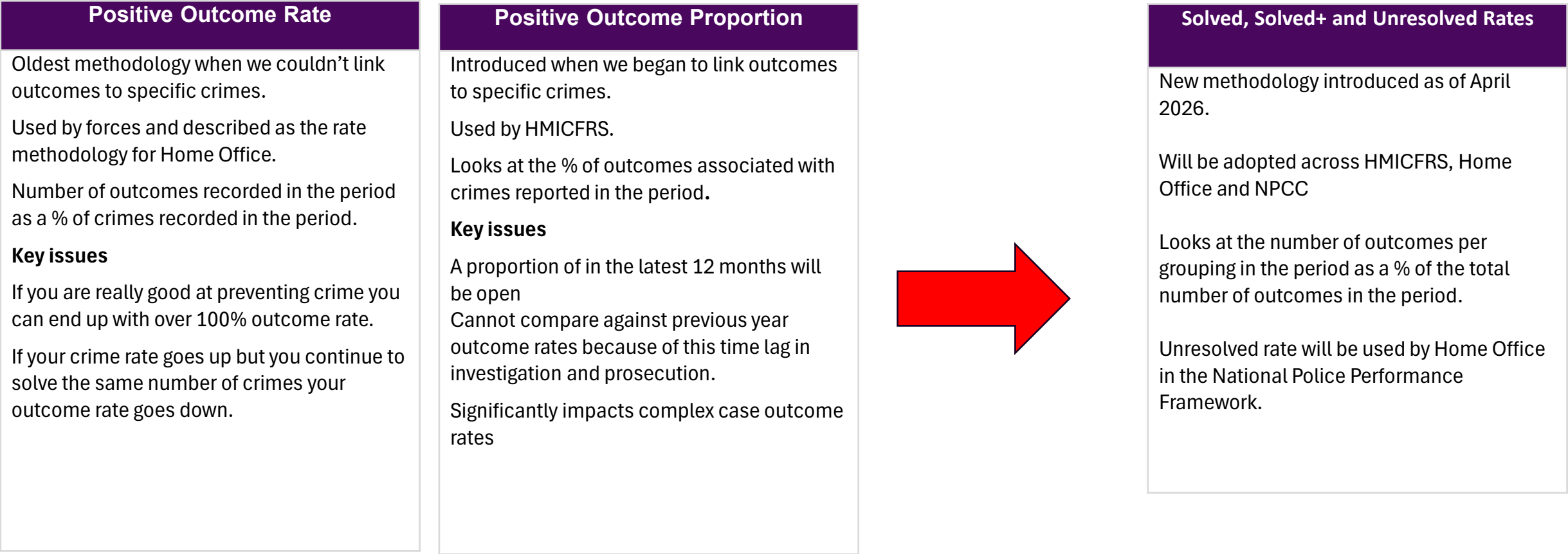
Appendix 2 - Outcome Groupings

There are currently 24 Crime Outcome codes as set out by the Home Office (deferred prosecutions newly added and still to be embedded in our force) new groupings have come in to action from April 2026 as outlined by new Home Office guidance.

'Positive' or "Judicial"		'Solved'	'Resolved'	'Unresolved'
OC1 – Charge OC2 – Caution youth OC3 – Caution adult OC4 – TIC OC5 – Offender died OC6 – PND OC7 – Cannabis/ Khat warning OC8 – Community resolution		OC1 – Charge OC2 – Caution youth OC3 – Caution adult OC4 – TIC OC6 – PND OC7 – Cannabis/ Khat warning OC8 – Community resolution	OC5 – Offender died OC9 – Not in the public interest (Crown Prosecution Service determination) OC10 – Not in the public interest (police determination) OC20 – Other agency OC21 – Further action to investigate is not in public interest OC22 – Diversionary / Educational or Intervention Activity Completed OC23 and OC24 Deferred prosecutions will join this when implemented.	OC11 – Offender under the age of criminal responsibility OC12 – Prosecution prevented (named suspect too ill) OC13 – Prosecution prevented (named suspect but witness victim too ill or died) OC14 – Evidential difficulties (unknown suspect, victim declines action) OC15 – Evidential difficulties (named suspect, victim supports) OC16 – Evidential difficulties (named suspect, victim declines action) OC17 – Time limit expired OC18 – Investigation complete, no suspect identified OC19 - Insufficient lines of enquiry (fraud only)

Appendix 2 - Outcome Rate calculations

Outcome rate calculations have also changed to align to one methodology to seek clarity for the public, and identify police efforts for investigations.



Integrity Compassion Professionalism

