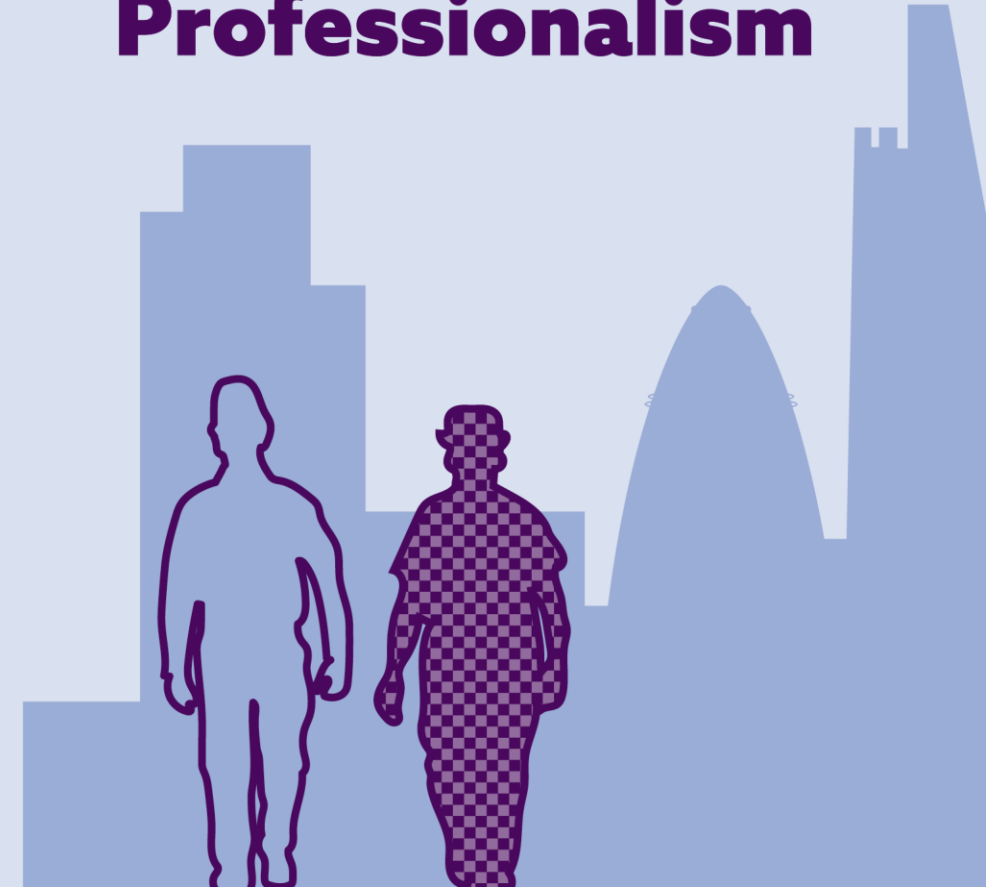




The City of London Policing Plan 2025 to 2028

Performance update
Quarter 2 – July – September 2025

Integrity
Compassion
Professionalism



About this performance update

This update provides a summary of how the City of London Police are delivering the priorities and objectives set out in the City of London Corporation, Police Authority Board [2025 to 2028 Policing Plan](#).

Progress against all the City of London Police force commitments are reported in more detail and scrutinised quarterly by the City of London Corporation's Police Authority Board and its sub-committees. Anyone is welcome to attend the meetings, and detailed reports are available on the Police Authority Board [committee webpage](#).

The City of London Police operational priorities are to

1. Keep people in the City safe and feeling safe
2. Put victims at the heart of everything we do
3. Improve the national policing response to fraud, economic and cyber crime

The City of London Police organisational priorities are to

4. Be one of the most inclusive and trusted police services in the country
5. Be an employer of choice
6. Improve our productivity



OPERATIONAL PRIORITIES

Keep the City safe and feeling safe

Reduce and respond effectively to theft

- Theft from person offences decreased by 11.3% (-37) compared to last quarter and 8% (-24) compared to Q2 24/25
- 100% of theft incidents reported were attended within target response times (207 incidents).
- Shoplifting, theft from person, and all other theft combined, have an overall positive outcome rate of 10.7%, the national average is 9%.

Reduce and respond effectively to violence

- Violence against the person offences increased this quarter by 12.4% (+39) compared to the previous quarter Q1 25/26. However, it has remained relatively stable with 2% decrease (-8) compared to Q2 24/25.
- 97.5% of all violence related crime incidents raised as an immediate graded response (161 incidents) were attended within target response times (15 minutes), with an average response time of 7.6 minutes.

Protect the City from Terrorism

- 37 protect training sessions were delivered reaching ~333 individuals across the City. These range from Action Counters Terrorism (ACT), to Counter Terrorism briefings.
- Summer months have seen a 21% decrease (compared to Q1 25/26) in training sessions, but this is usual with higher staff absences across City businesses.
- Q2 has seen 5 Prevent referrals, a 28.5% decrease from Q1

Put victims at the heart of everything we do

Increase victim satisfaction

- Average victim satisfaction score was 4.06 out of 5 – small increase on the previous quarter (0.09).
- Average compliance with the Victim Code of Practice is 96.4%, an increase of 0.6% from Q1 25/26.

Reduce the number of repeat victims of fraud

- There has been a slight increase in repeat victims from 54 to 61. However, this has stayed consistently at an average of 0.2% and never exceeded 80 victims or 0.5% over a quarter period.
- Results this quarter show that 79% of respondents felt more confident following contact with our victim care service and 61% felt safer following contact with our victim care service.

Secure positive outcomes for victims of crime

- For all crimes recorded in the past 12 months (Oct 24 – Sep 25) 14.2% have reached a positive outcome, above the national average of 10.7%
- For victim-based crimes recorded in the past 12 months 10.9% have reached a positive outcome, above the national average of 7%.

OPERATIONAL PRIORITIES

Improve the national policing response to fraud and economic and cyber crime

Protect people and businesses from economic and cyber crime

- 921 engagement events were recorded, a decrease on Q1 due to prioritisation of Op Tonic (a project to protect against romance fraud) and the Romance Fraud Conference
- 98% of attendees were either very satisfied or satisfied with the event
- 99% were likely to change their behaviour as a direct result of the event (+33% on Q1).

Transform the national response to economic and cyber crime

- 3 regions took part in Project Aegis, focusing on areas at risk of Online Shopping or Investment Fraud
- Work continued nationally on Op Tonic (project to protect against romance fraud) with distribution of posters, social media messaging and joint work with Barclays resulting in 213 potential intelligence reports over 2025/26

Increase positive outcomes for reported fraud and cyber crime locally and nationally

- Nationally there have been 2,521 positive outcomes for fraud, a 30% (+581) increase compared to Q2 24/25.
- Locally there have been 1,220 positive outcomes for fraud, a 292% (+909) increase compared to Q2 24/25.

ORGANISATIONAL PRIORITIES

Be one of the most trusted and inclusive police services

- 57 community engagement events took place ranging from bike and phone marking prevention sessions, to webinars with City Businesses around protests
- Plans are being put in place for further events such as '16 Days of Activism' focused around VAWG and the return of our 'Walk and Talk' scheme.

Be an employer of choice

- The officer maintenance target of 996 was met in September 2025
- We achieved 86.4% of our police staff permanent establishment, under our target of 90% in part due to a large number of vacancies being filled internally

Improve our productivity

- Data literacy training is being developed for delivery across 2025/26 to improve use of data in decision making
- Implementation of Image Recognition and Identification System (IRIS), an easily searchable gallery of images of wanted persons has provided administrative time savings and improved outcomes, in one instance a prolific burglar was identified via IRIS, arrested and charged with 11 offences.

A trusted and inclusive police service, keeping the City of London safe and transforming the national policing response to fraud, economic and cyber crime



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