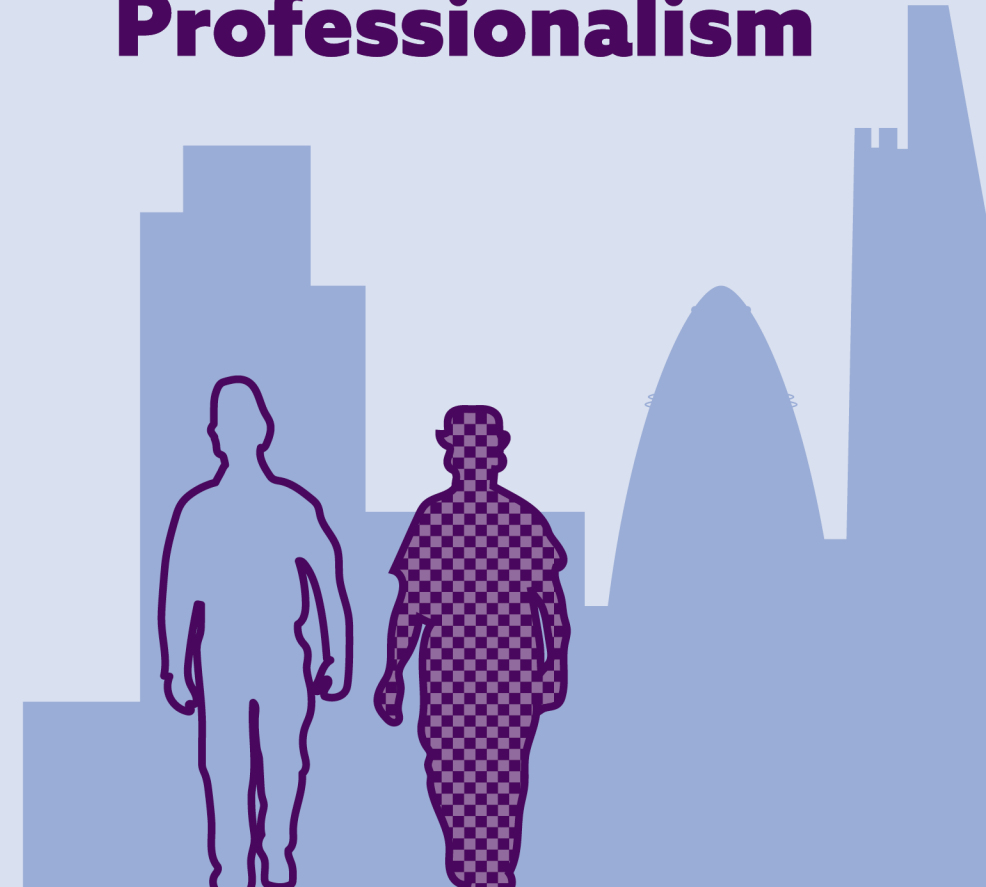




# City of London Police Policing Plan 2025 – 2028

## Performance Framework

**Integrity**  
**Compassion**  
**Professionalism**



# About this performance framework

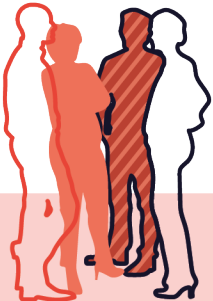
This document sets out the indicators that the City of London Police – and the Corporation of London’s Police Authority Board – will use to measure progress on implementation of the City of London Police Policing Plan 2025 – 2028. This framework is based around the six priorities that form the structure of the Policing Plan and sets out the metrics that will form the basis for quarterly monitoring against each priority. The priorities are:

## **Operational priorities**

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

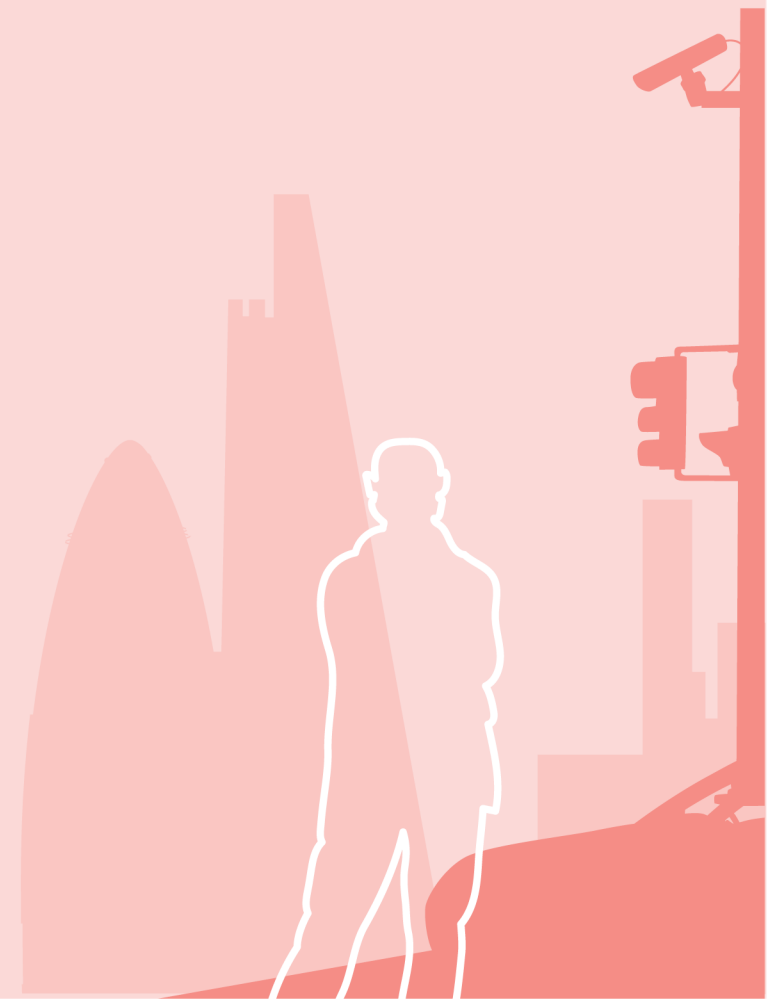
## **Organisational priorities**

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



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

# Operational priorities



# Priority 1: Keep people in the City Safe and feeling safe

Objective	Measure(s)	
Reduce and respond effectively to theft	Reduce the most prevalent theft offences in the City which are Theft from person / Theft from premises (All other theft offences) / Shop theft (quarterly)	Public feelings of safety in the City are maintained or increased (confidence survey, quarterly)
	Response times for theft offences are within agreed service levels at least 95% of the time (quarterly)	
Reduce and respond effectively to violence	Reduce violence with injury and Violence against Women and Girls in the City (quarterly)	
	Response times for violence offences are within agreed service levels at least 95% of the time (quarterly)	
Protect the City from Terrorism	Narrative assessment of counter-terrorism activity across the four strands of the CONTEST strategy (quarterly)	



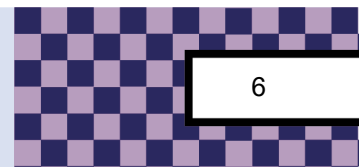
# Priority 2: Put victims at the heart of everything we do

Objective	Measure(s)
<b>Implement our Victims Strategy for the City</b>	Victim satisfaction levels are increased (quarterly)
	Case compliance with the Victim Code of Practice is maintained at 90% or above (quarterly)
<b>Implement victim-focussed commitments from our fraud, economic and cyber crime strategy</b>	Reduce number of repeat victims of fraud (quarterly)
<b>Secure positive outcomes for victims of crime in the City</b>	Achieve a greater proportion of positive outcomes than the national average (quarterly)



# Priority 3: Improve the national policing response to fraud, economic and cyber crime

Objective	Measure(s)
<b>Protect people and businesses from economic and cyber crime</b>	Percentage of “Protect” engagement event attendees (organisations and public) likely to change their behaviours as a result of the event (quarterly)
<b>Transform the national response to economic and cyber crime</b>	Narrative assessment on the status of the Fraud and Cyber Crime Reporting and Analysis Service programme (quarterly)
	Narrative assessment (including quantitative metrics) of the results of national fraud intensifications and intelligence led operations
<b>Proactively pursue fraud, economic and cyber crime offenders</b>	Increase the number of frauds avoided (Home Office measure, quarterly)
	Increase judicial outcomes for reported fraud and cyber crime nationally and locally (quarterly)



# Organisational priorities



# Priority 4: Be one of the most inclusive and trusted police services in the country

Objective	Measure(s)	
<b>Implement our Equity Diversity and Inclusion Strategy</b>	Narrative assessment (including qualitative and quantitative information) of progress against the implementation plan (quarterly)	Public confidence in the City of London Police is increased (confidence survey, quarterly)
<b>Enhance our approach to engaging with communities and responding to their needs</b>	Narrative assessment of engagement activity across the City (quarterly)	
<b>Hold high ethical and professional standards</b>	Assessment of complaint handling quality via Professional Standards and Integrity Committee dip check of cases (quarterly)	



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# Priority 5: Be an employer of choice

Objective	Measure(s)
<b>Attract, recruit and retain the best talent</b>	Maintain our officer uplift commitment (Home Office assessment, bi-annually) and achieve and maintain at least 90% of our police staff permanent establishment (quarterly)
	Narrative assessment on action taken to attract, recruit and retain the best talent (quarterly)
<b>Equip our people with the tools and skills they need to succeed</b>	% of respondents agreeing they are equipped with the equipment and knowledge to do their role effectively (staff survey, bi-annually)
	Narrative assessment of capability to meet demand as outlined identified through the business planning process (annual)
<b>Support the health and wellbeing of our people</b>	Engagement score is increased (staff survey, bi-annually)
	Narrative assessment (including qualitative and quantitative information) of health and wellbeing (bi-annually)



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# Priority 6: Improve our productivity

Objective	Measure(s)
Use data effectively to inform our decision making	Maintain or increase Crime Data Integrity standards (quarterly)
	Increase workforce engagement with our self-service data dashboards (quarterly)
Make the best use of our resources	Financial outturn is within 1% of forecast (quarterly)
Make processes simpler, more effective and more efficient	Narrative assessment on the progress of the productivity action plan (quarterly)
	Assessment of cashable and non-cashable savings made (Home Office submission, annual)



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# **Integrity Compassion Professionalism**

<https://www.cityoflondon.police.uk/>

