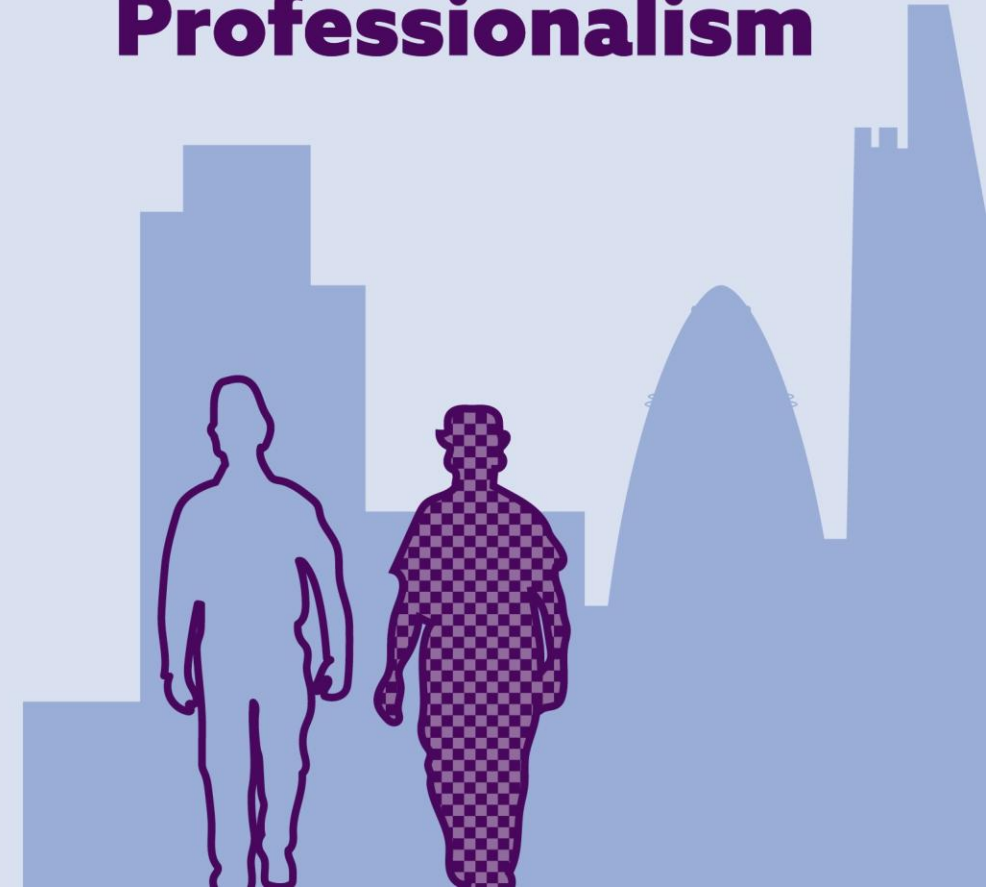




City of London Police Policing Plan 2025 - 2028

Performance Framework (2026 refresh)

Integrity
Compassion
Professionalism



About this performance framework

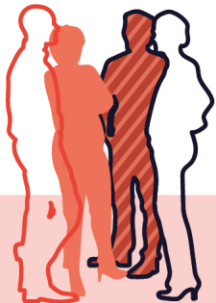
This document sets out the indicators that the City of London Police – and the Corporation of London’s Police Authority Board – will use to measure progress on implementation of the City of London Police Policing Plan 2025 – 2028. This framework is based around the six priorities that form the structure 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



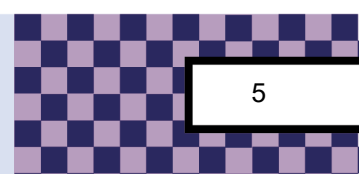
Priority 1: Keep people in the City Safe and feeling safe

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)
	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)



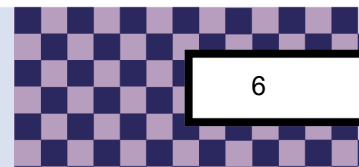
Priority 2: Put victims at the heart of everything we do

Objective	Measure(s)
Implement our Victims Strategy for the City	Victim satisfaction levels are increased (quarterly)
	Case compliance with the Victim Code of Practice is maintained at 90% or above (quarterly)
Implement victim-focussed commitments from our fraud, economic and cyber crime strategy	A reduction in the gap between Report Fraud reports and CSEW estimates from 89% of crime estimated to be unreported to 85% (if fraud levels stay the same this is an increase of 32% in reporting levels of 23/24) (quarterly)
	An increase in the proportion of forces achieving HMICFRS Outstanding, Good or Adequate grades (baseline from January 2026 when first moderated gradings will be released) (bi-annually)
Secure positive outcomes for victims of crime in the City	Achieve a greater proportion of positive outcomes than the national average (quarterly)
	Increase in Positive Outcome rate for Reported Fraud nationally and locally (5% increase across the 3 year period acknowledging the lag between Report Fraud and complex fraud investigations reaching CJ Outcome) (quarterly)



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

Objective	Measure(s)
Protect people and businesses from economic and cyber crime	A 10% reduction in average loss for Policing Control Strategy Fraud types – Abuse of Position, Courier Fraud, Romance Fraud (UK based), Investment Fraud (using median for a rolling 12 month as this fluctuates significantly) (quarterly)
	A 20% increase in the number of CRC businesses in membership and a 500% increase in the national brand partnership reach figures (quarterly)
	1000% increase in the volume of instances where data sharing leads to offenders being stopped or blocked (i.e. removal of tech or finance identifiers enabling fraud) (quarterly)
Transform the national response to economic and cyber crime	Increase national productivity – positive outcomes (CJ + disruptions) per 100 hrs of demand (volume of proactive + reactive disseminations) put into the policing network (deep dive by Q3 26/27 and annually thereafter)
Proactively pursue fraud, economic and cyber crime offenders	A 10% increase in total national value receipted from successful Asset Recovery proceedings (success measure should be considered as a rolling 12 month as this fluctuates significantly) (quarterly)



Organisational priorities



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

Objective	Measure(s)
Implement our Equity Diversity and Inclusion Strategy	Narrative assessment (including qualitative and quantitative information) of progress against the implementation plan (quarterly)
Enhance our approach to engaging with communities and responding to their needs	Narrative assessment of engagement activity across the City (quarterly)
Hold high ethical and professional standards	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)
Attract, recruit and retain the best talent	Deliver the Neighbourhood Policing Guarantee uplift and headcount target (Home Office assessment, bi-annually) and
	Achieve and maintain at least 90% of our police staff permanent establishment headcount (quarterly)
	Narrative assessment on action taken to attract, recruit and retain the best talent (quarterly)
Equip our people with the tools and skills they need to succeed	% 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 (annually)
Support the health and wellbeing of our people	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, annually)



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Integrity Compassion Professionalism

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