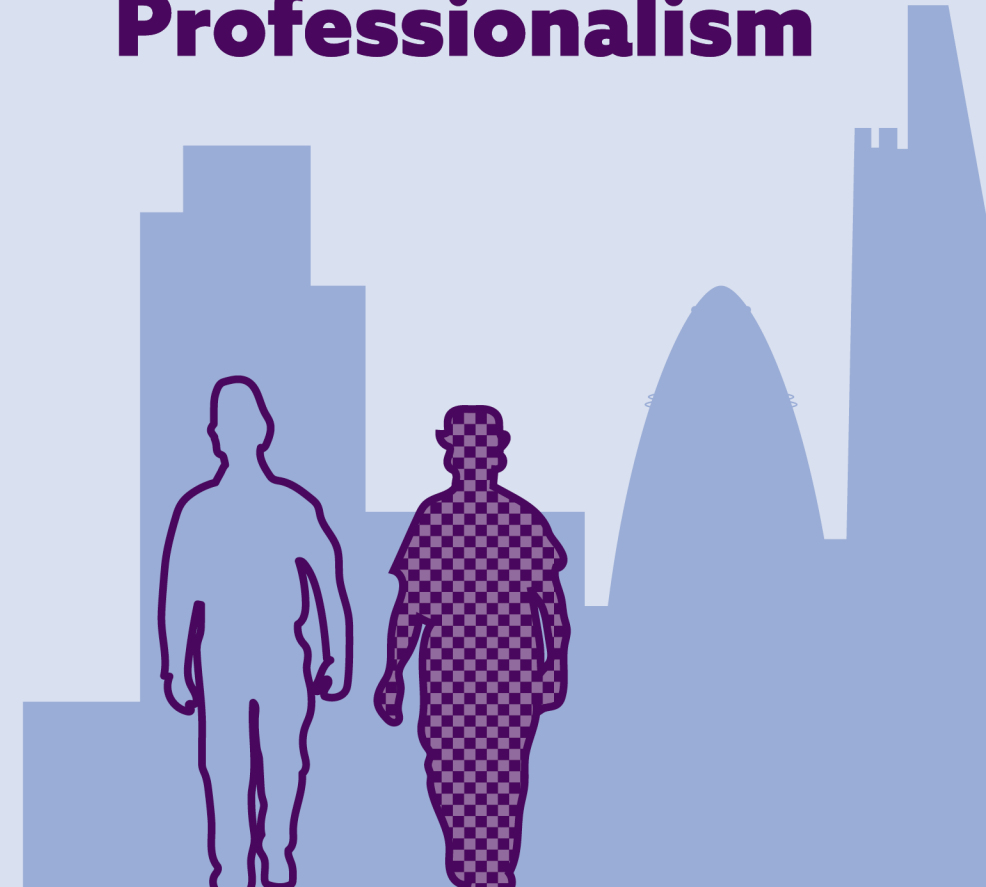




# The City of London Policing Plan 2025 to 2028

Performance update  
Quarter 1 – April to June 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](#).

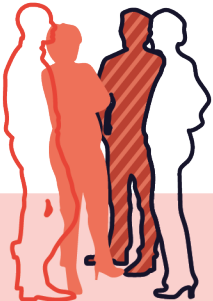
Progress against all the City of London Police force commitments are reported in more detail and scrutinised quarterly by the City of London Corporation's Police Authority Board and its sub-committees. Anyone is welcome to attend the meetings, and detailed reports are available on the Police Authority 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 offences reduced by 19% (-271) compared to the same quarter in 2024
- 95% of theft incidents reported were attended within target response times
- A new proactive approach called [Operation Swipe](#) developed to tackle phone snatches resulting in decrease in these offences

### Reduce and respond effectively to violence

- Violence against the person offences reduced by 7% (-23) compared to the same quarter in 2024
- Over 95% of violence incidents reported were attended within target response times
- A predicted quarter one increase in sexual offences has resulted in increased proactive preventative action across the city including [Ask for Angela](#) and spiking awareness tests at licensed premises

### Protect the City from Terrorism

- Extensive work with businesses in city sites at risk of direct action has taken place. Those affected have been graded Red, Amber or Green and appropriate training offered by Counter Terrorism Security Advisors
- Around 12,500 hours of activity aimed at preventing terrorism have been delivered
- Emergency trauma packs have been rolled out to partners to improve support in the event of an attack

## Put victims at the heart of everything we do

### Increase victim satisfaction

- Average victim satisfaction score was 3.97 out of 5 – small increase on the previous quarter. The force is doing well in ‘steps taken’ and ‘being’ helpful. ‘Speed of service’, ‘advice’ and ‘communication’ are being monitored.
- Average compliance with the Victim Code of Practice is 95.8%

### Reduce the number of repeat victims of fraud

- There has been a slight increase in repeat victims. 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 75% of respondents felt more confident following contact with our victim care service, 72% felt safer, and for overall service 96% were satisfied.

### Secure positive outcomes for victims of crime

- For all crimes recorded in the past 12 months (July 24 – June 25) 15.8% have reached a positive outcome (with 9.3% still under investigation), above the national average of 10.7%
- For victim-based crimes recorded in the past 12 months 11.8% have reached a positive outcome (with 8.3% still under investigation), 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

- Nationally 1,876 engagement events were recorded
- 98% of attendees were either very satisfied or satisfied with the event
- 66% were likely to change their behaviour as a direct result of the event
- Over 99% stated the engagement had improved their knowledge of different types of fraud and scams

### Transform the national response to economic and cyber crime

- A national operation focusing on targeting venues complicit in laundering funds obtained from Payment Diversion Fraud was run in May
- 36 premises were visited, with 81 actions taken by policing and partner agencies, including 25 actions by HMRC, 12 cease and desists and 7 immigration arrests
- There will be more disruption activity to follow

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

- Nationally, in the last 12 months (July 24 – June 25) 8,396 positive outcomes were recorded for fraud, up 36% on the previous year.
- For CoLP fraud cases, in the last 12 months 433 positive outcomes were recorded, up 64% on the previous year due to two large cases being finalised

# ORGANISATIONAL PRIORITIES

### Be one of the most trusted and inclusive police services

- 6 City cluster panel meetings were held in May where renewed priorities for community policing were agreed
- The latest [Public Sector Equality Duty Report](#) was published

### Be an employer of choice

- As at the end of the quarter the target of achieving 90% of police staff strength against establishment was achieved
- Police uplift programme police officer headcount is being maintained and recruitment against the neighbourhood policing uplift has been completed with both targets expected to be met as required in September 2025

### Improve our productivity

- New technology rolled out for redaction of personal data in case files for the CPS has resulted in 1,779 hours saved in the first 6 months and improved the timeliness of investigations
- Roll out of Power BI dashboards have saved more than 600 hours in the last 6 months freeing up capacity for our analytical teams address previously unmet demand

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

**Integrity  
Compassion  
Professionalism**

**City of London Corporation, Police Authority Board**

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