



Promoting improvements
in policing to make
everyone safer

HMI Matt Parr's assessment of City of London Police – Transcript

I am satisfied with some areas of City of London Police's performance, in particular its approach to fulfilling its national responsibilities on economic crime. But I think it could get better in some aspects of its local responsibilities.

I am pleased with the improvements City of London Police has made in protecting vulnerable people since last year. The force has structured processes that provide a consistent response to incidents involving vulnerable people. The workforce has a good understanding of vulnerability and provides the right safeguarding arrangements for vulnerable people. I do think however it needs to improve its shared understanding with other organisations in regard to safeguarding and caring for victims.

I am satisfied that the force investigates crime to a good standard: control room staff are effective at gathering evidence at the first point of contact, and investigations are allocated to those with the proper skills and experience. I think, the force does need to improve how investigations are supervised.

City of London Police work well with national and international organisations to identify and respond to complex and emerging economic crime. Although the force is good at tackling economic crime, I do have some concerns about the force's approach to preventing and tackling other types of crime.

The force has used a range of tactics to prevent crime and tackle anti-social behaviour, but it needs to adopt a more structured problem-solving approach if it wants to fully understand which tactics work best. The force also needs to improve the intelligence it gathers on serious and organised crime to increase its understanding of this threat.

City of London Police has a good understanding of the current demands for its services. However, I do not believe the force has a sound understanding of how these demands will change in the future.

I am concerned that the force's understanding of the costs of providing its services is restricted to those associated with economic crime, which means that the force cannot be certain that it offers value for money in other aspects. The force does not have a detailed enough knowledge of the current skills and capabilities of its

workforce, or the skills it may need in the future. These gaps have seriously hindered its ability to plan, and in particular to consider how new technology could transform the way it operates. I am reassured that the force is taking action to address these concerns.

City of London Police does engage with the people it serves to understand their perceptions of what constitutes fair and respectful treatment. It could do more to develop its understanding of the issues that have the greatest impact on public perceptions and to demonstrate to the public that it has acted on their feedback.

I am reassured that the force has an effective vetting policy, and it uses a range of methods to reinforce standards of behaviour amongst its staff. However, it needs to improve how it looks for signs of misconduct and corruption.