CITY OF LONDON

Economic and Cyber Crime Committee of the City of London Police Authority Board

Date:	**FRIDAY, 27 JANUARY 2023**
Time:	**11.00 am**
Venue:	**COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL**

Members: Deputy James Thomson (Chair)
Tijs Broeke (Deputy Chair)
Alderman Professor Emma Edhem
Alderman Timothy Hailes
Dawn Wright
Deputy Graham Packham
James Tumbridge
Deputy Christopher Hayward
Jason Groves
Alderman Bronek Masojada
Andrew Lentin (External Member)
Michael Landau (External Member)

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constitute the formal minutes of the meeting; minutes are written and are available on the
City of London Corporation's website. Recordings may be edited, at the discretion of the
proper officer, to remove any inappropriate material.

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due to technical difficulties. In these instances, if possible, a recording will be uploaded
following the end of the meeting.

Michael Cogher
Acting Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **MINUTES**
   To agree the draft public minutes and non-public summary of the previous meeting of the Economic and Cyber Crime Committee held on the 25th of November 2022.

   For Decision
   (Pages 5 - 10)

4. **OUTSTANDING REFERENCES**
   Joint report of the Town Clerk and Commissioner.

   For Information
   (Pages 11 - 12)

5. **INNOVATION & GROWTH – UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**
   Report of the Director of Innovation and Growth.

   For Information
   (Pages 13 - 14)

6. **Q3 NATIONAL LEAD FORCE PERFORMANCE**
   Report of the Commissioner.

   For Information
   (Pages 15 - 34)

7. **QUARTERLY CYBER GRIFFIN UPDATE**
   Report of the Commissioner.

   For Information
   (Pages 35 - 38)

8. **NATIONAL LEAD FORCE AND CYBER UPDATE**
   Report of the Commissioner.

   For Information
   (Pages 39 - 44)

9. **COMMUNICATIONS & STRATEGIC ENGAGEMENT: QUARTERLY UPDATE**
    Joint report of the Town Clerk and Commissioner.

    For Information
    (Pages 45 - 50)

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

11. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT**

12. **EXCLUSION OF THE PUBLIC**
    MOTION - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

    For Decision

Part 2 - Non-Public Agenda

13. **NON-PUBLIC MINUTES**
    To agree the draft non-public minutes of the previous meeting of the Economic and Cyber Crime Committee held on the 25th of November 2022.

    For Decision
    (Pages 51 - 52)

14. **NON-PUBLIC OUTSTANDING REFERENCES**
    Joint report of the Town Clerk and Commissioner.

    For Information
    (Pages 53 - 54)

15. **COMMUNICATIONS & STRATEGIC ENGAGEMENT: QUARTERLY UPDATE**
    Joint report of the Town Clerk and Commissioner.

    For Information
    (Pages 55 - 58)

16. **CYBER GRIFFIN- NATIONAL ROLL OUT OPTIONS**
    Report of the Commissioner.

    For Information
    (Pages 59 - 70)

17.   **NATIONAL LEAD FORCE GROWTH POSTS FY 2023/24**
        Report of the Commissioner.

18.   **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

19.   **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH
        THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE
        EXCLUDED**

ECONOMIC AND CYBER CRIME COMMITTEE OF THE CITY OF LONDON POLICE AUTHORITY BOARD
Friday, 25 November 2022

Minutes of the meeting of the Economic and Cyber Crime Committee of the City of London Police Authority Board held at Committee Rooms, 2nd Floor, West Wing, Guildhall on Friday, 25 November 2022 at 9.00 am

Present

Members:
Deputy James Thomson (Chair)
Deputy Graham Packham
Jason Groves
Alderman Bronek Masojada

In attendance virtually:
James Tumbridge
Andrew Lentin (External Member)
Michael Landu (External Member)

Officers:

Richard Holt	-	Town Clerk's Department
Alix Newbold	-	Police Authority Interim Director
Oliver Bolton	-	Police Authority
Josef Shadwell	-	Police Authority
Peter O'Doherty	-	Assistant Commissioner, City of London Police
Nik Adams	-	Commander, City of London Police
Hayley Williams	-	City of London Police
Simi Shah	-	Department of Innovation and Growth
Elly Savill	-	Department of Innovation and Growth

1. **APOLOGIES**
    Apologies were received from the Deputy Chair Tijs Broeke and Dawn Wright.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
    There were no declarations.

3. **MINUTES**
    The Committee considered the draft minutes of the previous meeting of the Economic and Cyber Crime Committee held on the 3rd of October 2022.

    The Committee discussed engagement with the insurance industry noting that there was a perception that the economic incentive for the industry to engage was limited. Further to this a Member noted that it was hoped that an appropriate panel of representatives from the insurance industry for dialogue with the industry could be established.

The Committee highlighted the importance of successfully engaging with Small and Medium Sized Enterprises noting that successful cyber-attacks on businesses of this size could prove fatal to the business.

RESOLVED- The Committee considered the draft minutes of the previous meeting of the Economic and Cyber Crime Committee held on the 3rd of October 2022 be approved.

4. **OUTSTANDING REFERENCES**
    The Committee received a joint report of the Town Clerk and the Commissioner on the public actions from the previous meeting.

    RESOLVED- That the report be noted.

5. **ECONOMIC AND CYBER CRIME- COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT UPDATE**
    The Committee received a report of the Commissioner on Economic Cyber Crime Communications and Stakeholder Engagement.

    A Member noted that it was important to include any negative media coverage in these reports in order that Members have the complete impression of the media coverage.

    The Chair commented on the requirement for improved forward planning for the engagement plan with collaboration with the Innovation and Growth Department and the mayoral engagement plan, noting that the newly appointed Communications and Engagement Coordinator would be helpful in managing this engagement planning.

    A Member requested a wider range of sector engagement noting that this would inevitability be dependent on resource implications.

    RESOLVED- That the report be noted

6. **NATIONAL LEAD FORCE PERFORMANCE REPORT**
    The Committee received a report of the Commissioner on the National Lead Force Performance report.

    Following a Member's question Officers undertook to include all Committee Members in media coverage summary emails.

    In response to a query raised by the Chair the Force's asset recovery process was confirmed explaining that, whilst it was difficult to accurately predict it was expected the assets recovered would increase with the funding of the responsible team. However, it was noted that this would not be a completely linear relationship between funding and asset recovery.

    Following a Member's question it was explained that a more proactive approach was being established in relation to fraud through mobile phones highlighting the fraud sector charter on telecommunications which it was hoped would assist this process.

The Committee received an update on Operation Elaborate. The Chair commented that he was encouraged to observe that these operations were intelligence led showing the importance of the public reporting. Officers noted that there would be more work to make investigations as proactive as possible going forward.

A Member noted that reducing abandoned calls was a key metric that needed to be effectively managed.

RESOLVED- That the report be noted.

7. **NATIONAL LEAD FORCE (NLF) UPDATE**
   The Committee received a report of the Commissioner on the National Lead Force Update.

   In response to a query from the Chair Officers confirmed that all business cases for funding included a methodology for measuring the return on investment. It was added that the Force were already measuring the impact of pursuing criminal cases but that increasingly, protect and prevent also needed to be measured, noting that whilst this was a challenge work was being undertaken to establish appropriate metrics. The Chair noted that an overall return on investment across the Force's activity was important to establish for external engagement and messaging.

   The Committee noted the importance of alumni networks and part time working for establishing a cost effective recruitment programme.

   RESOLVED- That the report be noted.

8. **QUARTERLY CYBER GRIFFIN UPDATE**
   The Committee received a report of the Commissioner on the Quarterly Cyber Griffin Update.

   In response to the Chair's request for further information on the engagement plan for Cyber Resilience Centres nationally Officers confirmed that plans would be presented to the Committee and the ambassador groups in early 2023.

   Following a Member's query Officers undertook to establish what engagement had been undertaken with the London resilience centre in relation to cyber crime.

   The Committee commented that the Department for Innovation and Growth should be represented at the ambassador steering group and national board.

   RESOLVED- That the report be noted.

9. **INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**
   The Committee received a report of the Executive Director Innovation and Growth which provided an update of the Cyber & Economic Crime related activities.

   The Committee discussed Cyber Innovation Challenge 1 noting that more time needed to be allocated to conversations on specific case studies rather than the panel

discussions for future events. The Chair noted that these sessions were a model of cooperation between the Force, Police Authority and City of London Corporation. Officers confirmed the follow up actions completed on the case studies were highlighted with the challenge session including the pilot schemes in place. The Chair requested that key outcomes be provided as part of the second challenge session.

RESOLVED- That the report be noted.

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
In response to the Member's query on the impact of crypto currencies prices on Proceeds of Crime Act funds was explained noting that this was regularly priced by the independent auction house used to convert crypto assets to cash. In addition, it was confirmed that the funds secured through Operation Neutron were held and secured at their present value in sterling.

The Committee noted, following discussion on the difficultly to confirm the origin of any funds secure in the form of crypto currencies, the Proceeds of Crime Act allowed Forces to spend funds illegally secured and recovered as part of criminal investigations.

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There was no urgent considered in the public session.

12. **EXCLUSION OF THE PUBLIC**
RESOLVED, That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following item(s) on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

13. **NON-PUBLIC MINUTES**
The Committee considered the draft non-public minutes of the previous meeting of the Economic and Cyber Crime Committee held on the 3rd of October 2022.

RESOLVED- The Committee considered the draft non-public minutes of the previous meeting of the Economic and Cyber Crime Committee held on the 3rd of October 2022 be approved.

14. **NON-PUBLIC OUTSTANDING REFERENCES**
The Committee received a joint report of the Town Clerk and Commissioner on the non-public outstanding references from the last meeting of the Committee.

RESOLVED- That the report be noted.

15. **COMMUNICATIONS & STRATEGIC ENGAGEMENT: QUARTERLY UPDATE**
The Committee received a report of the Commissioner on the Communications and Strategic Engagement Quarterly Update.

RESOLVED- That the reports be noted.

16. **ECONOMIC CRIME LEVY BID**
    The Committee received a report of the Commissioner on the Economic Crime Levy Bid.

    RESOLVED- That the report be noted.

17. **NPCC CYBER CRIME PORTFOLIO UPDATE**
    The Committee received a report of the Commissioner which provided the NPCC Cyber Crime Portfolio Update.

    RESOLVED- That the report be noted.

18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
    There were no questions in the non-public session.

19. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
    There were no items of urgent business considered in the non-public session.

The meeting ended at 10.50 am

 Chair

Contact Officer: Richard Holt
Richard.Holt@cityoflondon.gov.uk

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9/2022/P	3 October 2022 Item 8- Cyber Griffin Update	The Committee discussed how best to make the Cyber Griffin initiative national integrated and requested that Officers bring an options paper back to the ECCC for the Committee's consideration.	Commissioner of Police	**Complete-** There is a brief options paper in Non-Public on the agenda today for Members to consider.

Agenda Item 4

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Committee(s): Economic & Cyber Crime Committee	Dated: 27/01/2023
Subject: Innovation & Growth – Update of Cyber & Economic Crime related activities	**Public**
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 6, 7
Does this proposal require extra revenue and/or capital spending?	No
What is the source of Funding?	**NA**
Report of: Simi Shah, Interim Executive Director Innovation and Growth **Report author:** Elly Savill, Policy and Technology Adviser	**For information**

Summary

The core objective of Innovation & Growth (IG) is to strengthen the UK's competitiveness as the world's leading global hub for financial and professional services (FPS). This includes promoting the strengths of the UK's offer and enhancing the UK's position as a leader in FPS technology and innovation.

The following report summarises the activity that has been taking place within IG in relation to cyber and economic crime, including cross-team working between IG and the City of London Police (CoLP) since the ECCC last convened in November 2022.

Links to the Corporate Plan

1. The activities set out in this report help deliver against the Corporate Plan's aim to support a thriving economy. This includes outcome 6c - to lead nationally and advise internationally on the fight against economic and cybercrime. It also supports outcome 7, positioning the UK as a global hub for innovation in financial and professional services.

Main Report

Innovation & Growth activity

Cyber Innovation Challenge 2.0

2. In the last update the Committee was informed that CoLC and CoLP had agreed a project plan for a second Cyber Innovation Challenge to be delivered in partnership by both institutions. This was shared with the Committee.

3. As a reminder, the project will identify a key cyber challenge facing FPS and wider relevant industry and provide a unique opportunity for industry and tech companies with innovative solutions to collaborate over a six week sprint from Q2-Q3 to develop technologies to address the use case.

4. Since the Committee last convened, representatives from IG, CoLP and CoLPA have held weekly meetings to work on three phases of the project. The first of these has been to identify Challenge partners who will support the delivery of the Challenge to varying degrees. We are pleased to confirm that DIT and Microsoft will once again collaborate on the Challenge. IG, CoLP and CoLPA have also held a positive initial conversation with UKFinance. We hope to confirm their support in the coming weeks.

5. The second phase of work that the project team are currently focussing on is identifying the Challenge objectives and evaluation framework. The Challenge will conclude in Q4 2023 with the publication of an evaluation report. Therefore key objectives for the Challenge will need to be identified in the initial phase of work. The Challenge team will work with partners to refine the objectives, ensuring measures of success are clear and agreed from the outset.

6. The third and final phase that the team are currently undertaking is identifying the Challenge use case. This will be a current, likely high risk issue facing FPS and wider relevant industry. As well as conducting desk research, CoLP, CoLC and CoLPA will organise roundtables with representatives from the FPS and tech sectors as well as Challenge partners to discuss options for the use case. These roundtables will also provide an opportunity to identify an initial pool of possible FPS and industry participants to approach. This process began earlier this month when we convened a discussion with CoLP, and Councilmen and Aldermen with relevant industry and tech expertise. We were delighted to welcome members of the ECCC to the discussion and will take forward their insights as we continue to build out the use case. The team aims to complete this phase by the end of Q1 2023.

Conclusion
This project reinforces shared interests of CoLC and CoLP and provides an excellent opportunity to draw on our respective industry and government contacts, and share insights and expertise to support FPS and wider industry to protect against emerging cyber threats.

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National Lead Force Performance Report

Q3: October – December 2022

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1

Performance Assessment

The dashboard provides an assessment of City of London Police (CoLP) performance against the National Lead Force (NLF) aims and objectives as set out in the National Lead Force Plan 2020-2023 (NLF Plan). The NLF Plan was approved by the City of London Police Authority in October 2020. The Plan sets out how CoLP will improve the national response to fraud. It reflects NLF's contribution and commitment to the National Fraud Policing Strategy and the National Economic Crime Centre's (NECC) five-year strategy. The NECC leads the 'whole system' effort to drive down growth in fraud on behalf of the UK Government.

The NLF plan sets out five outcomes that City of London Police is seeking to achieve: -

			Q2	Q3
Outcome 1	**Supporting and safeguarding victims**	We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.	GOOD	GOOD
Outcome 2	**Disrupt fraudsters**	We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.	GOOD	GOOD
Outcome 3	**Investigate and prosecute**	We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better outcomes for victims.	GOOD	GOOD
Outcome 4	**Raise awareness and prevent crime**	We raise awareness of the threat and prevent fraud impacting people and businesses.	GOOD	GOOD
Outcome 5	**Building capabilities**	As National Lead Force we work creatively and with partners to improve capabilities to tackle fraud across policing and the wider system.	GOOD	GOOD

The grading criteria can be found in Appendix A – Performance Assessment Criteria

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Executive Summary

| Outcome 1 GOOD	Outcome 2 GOOD	Outcome 3 GOOD	Outcome 4 GOOD	Outcome 5 GOOD
Supporting and safeguarding victims	**Disrupt fraudsters**	**Investigate and prosecute**	**Raise awareness and prevent crime**	**Building capabilities**
Action Fraud victim satisfaction is below the benchmark on both channels, a slight drop from Q2. NECVCU engagement was up by 9%. Vulnerable victims made up 4% of all cases closed, equal to the previous quarter. Repeat victims stay under 1% of total contacts. 94% of victims identified as vulnerable were sent for safeguarding within 7 days. Sending fulfilment letters and Protect emails met the timeliness targets. NFIB Cyber have met their review and dissemination targets, with 100% of cybercrime reports disseminated. The project to alert banks to accounts used in fraud recovered from technical issues with volume and value raised.	10 disruptions were claimed against NLF OCGs, less than the quarterly average from the previous year. Of these, 1 was classified as a Major disruption. NLF carried out a total of 13 POCA activities, above the 21/22 quarterly average of 8 and the 21/22 Q3 total of 12. During Q3, 57,625 disruptions were recorded. Many of these related to DCPCU operations targeting compromised account details. Disruptions to other technological enablers also rose throughout the quarter, particularly to websites selling counterfeit items.	The number of judicial outcomes recorded nationally is 7% below the 21/22 quarterly average, and CoLP Q3 judicial outcomes are 92% lower. 100% of Home Office forces remained in the compliant category for reporting outcomes. LFOR led the UK response to Operation Elaborate supporting the MPS Cyber Crime Unit, focussing on fraudsters that had engaged in criminal activities originating from the website I-Spoof. 60 cases were disseminated across the UK and LFOR worked with partners to identify additional victims	The number of social media posts and impressions increased compared to Q2. The Christmas Campaign '12 Frauds of Christmas' achieved a total of 94.8 impressions gaining celebrity endorsement. A number of high profile campaigns ran, including an intensification on reducing investment fraud and a courier fraud campaign, both coordinated by LFOR. The NFIB Protect team saw a 12% reduction in online shopping and auction fraud after their campaign in November.	The number of delegates trained by the Economic and Cybercrime Academy rose by 67% from Q2 to Q3. Satisfaction levels also rose from 86% to 90%. NLF teams work closely with a wide range of law enforcement and government agencies, banks, and industry partners. Establishment of a new Fraud Policing Network continues. By the end of 2022-23 the target is for the network to have 122 staff in place. The new Proactive Economic Crime Teams (PECT) are already proving to be operationally effective.

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The grading criteria can be found in Appendix A – Performance Assessment Criteria

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Outcome 1: *Supporting and Safeguarding Victims.*

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:	
A. To increase the percentage of survey respondents who are satisfied with the Action Fraud telephone reporting service.	GOOD
B. To increase the percentage of survey respondents who are satisfied with the Action Fraud online reporting service.	GOOD

Victim Satisfaction by Month and Reporting Channel

Average Speed of Answer and Call Abandonment
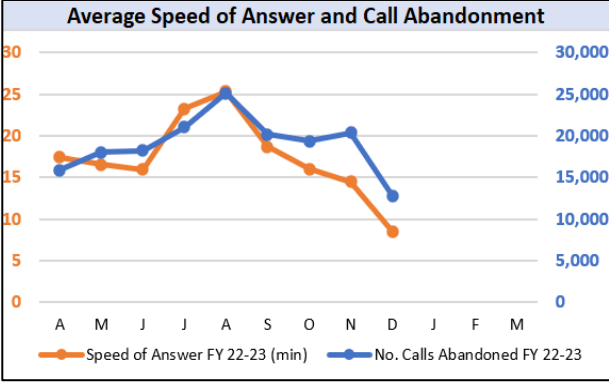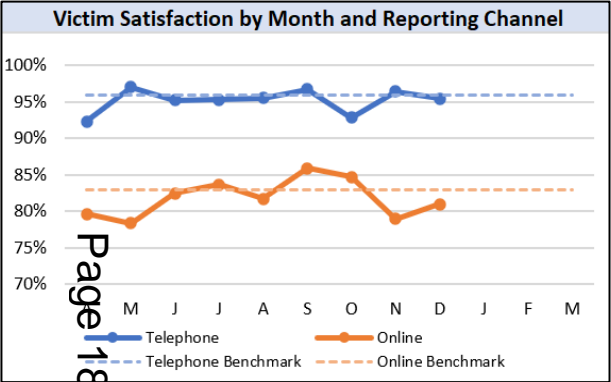
Since the launch of the current victim satisfaction survey, Action Fraud advisors have provided a consistently good service. Overall, 1% of those reporting a crime in Q3 opted to provide satisfaction feedback to the confirmation fulfilment survey.

Satisfaction feedback, including free text responses are used to continuously improve the service.

1.A. – The Action Fraud survey indicates that satisfaction with the telephone reporting service in Q3 fell to just below target at 94.9%. The driver for this may be attributable to victim frustration with the increased call waiting times experienced in Q2 (victims may provide a survey response some time after reporting). However, the speed of answer noted a significant improvement in Q3 with an average speed to answer of 8.49 minutes in December - a 67% improvement on the peak wait time of 25 minutes in August.

The technology issues which impacted the distribution of fulfilment letters (which contain the survey) in Q1 have now been resolved and response levels have returned to anticipated volumes.

1.B. – Online satisfaction also fell below target at 84% across the quarter. However, 81.7% of responses to this survey indicated that respondents were satisfied with the Action Fraud website's 'ease of use'
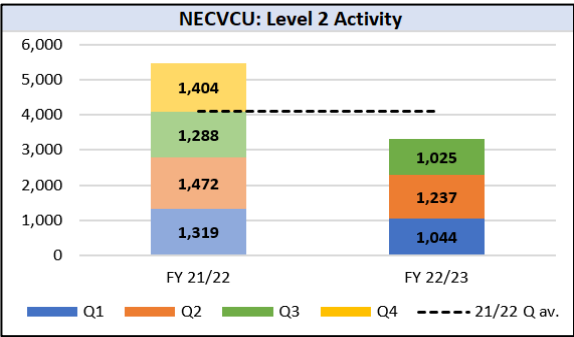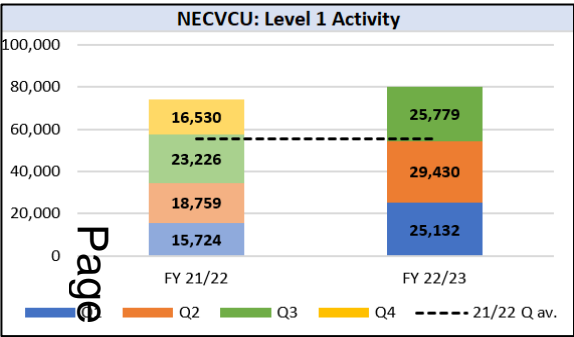
The Action Fraud surveys are in response to victim's first contact with NLF when reporting a fraud, and are not representative of the end to end victim journey.

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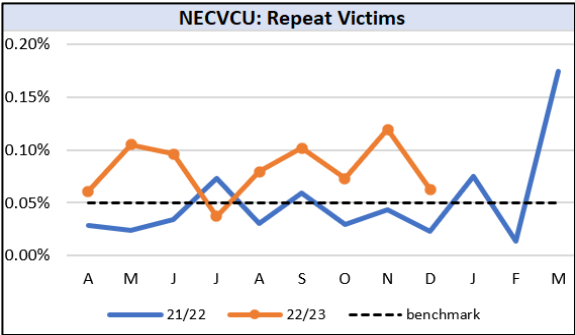

Success Measures:

C.	To maintain the level of repeat victimisation after NECVCU contact to under 1%.	GOOD
D.	To increase the proportion of vulnerable victims receiving Level 2 support.	ADEQUATE
E.	To increase the number of victims contacted by NECVCU.	GOOD

NECVCU: Level 1 Activity

FY 21/22: Q1 15,724; Q2 18,759; Q3 23,226; Q4 16,530
FY 22/23: Q1 25,132; Q2 29,430; Q3 25,779
(21/22 Q av. shown as dashed line)

NECVCU: Level 2 Activity

FY 21/22: Q1 1,319; Q2 1,472; Q3 1,288; Q4 1,404
FY 22/23: Q1 1,044; Q2 1,237; Q3 1,025
(21/22 Q av. shown as dashed line)

1.C. – In Q3 there were 23 victims identified as repeat victims, up from the 2021/22 quarterly average of 9, but below the 1% target at 0.08% of victims engaged with during the period.

1.D. – Vulnerable victims made up 4% of all cases closed, equal to the previous quarter. The number of vulnerable victims whose cases were closed by the Level 2 service was slightly less than in Q2 (1,025 down from 1,237). However, levels of engagement are comparable to the previous year, with 4,573 engagements in the first 3 quarters of 2021/22, and 4,445 in 2022/23.

1.E. – When compared against the 2021/22 Q3 total (24,514) and the 2021/22 quarterly average (19,931), victim engagement was up by 9% and 34% respectively, with 26,804 contacts across both levels. This is in line with the increase in the number of forces covered by the Level 1 service, from 20 in 2021/22 to 37.

NECVCU: Repeat Victims

(Chart showing 21/22, 22/23, and benchmark lines across months A M J J A S O N D J F M, y-axis 0.00% to 0.20%)

The National Economic Crime Victim Care Unit (NECVCU) supports forces at a local level, delivering care to victims of fraud and cyber-crime, allowing for a consistent and national standard of care and support. The **Level 1** service gives Protect/Prevent advice to non-vulnerable victims of fraud. The **Level 2** service engages with victims when vulnerability is identified, and by giving crime prevention advice and signposting to local support services helps the victim to cope and recover from the fraud.
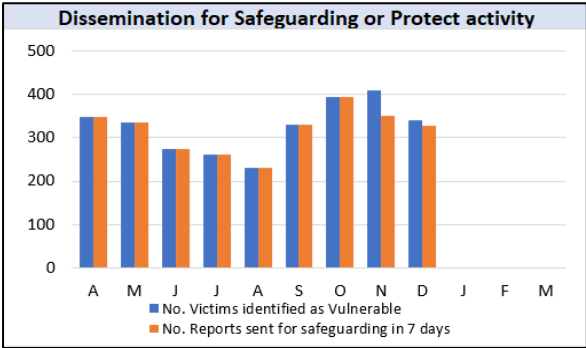
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Outcome 1: *Supporting and Safeguarding Victims.*

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.
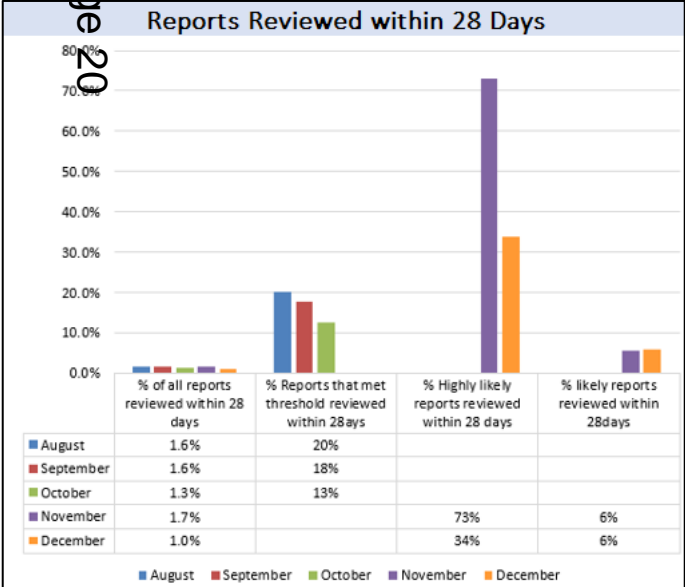

Success Measures:

F. To review and, where appropriate, disseminate for safeguarding or Protect activity, all victims that are identified as vulnerable, within 7 days.	GOOD
G. To review and respond to all allegations of fraud that meet the threshold prioritisation criteria, within 28 days.	ADEQUATE
H. To provide a fulfilment letter to all victims, within 28 days.	GOOD
I. To send a bespoke Protect email to 95% of individual victims who provide an email address, within 7 days.	GOOD

1.F. – To identify potentially vulnerable victims, a search is run on all reports of fraud, looking at agreed 'risky words' which highlight a vulnerability risk for the victim - for example suicide, mental health, threats to life or violence. In Q3, 1,144 reports were confirmed as coming from vulnerable victims, and 94% were sent to forces for victim support within 7 days of the report being downloaded to the system.

Dissemination for Safeguarding or Protect activity

Legend: No. Victims identified as Vulnerable / No. Reports sent for safeguarding in 7 days

1.H. – 100% of fulfilment letters were dispatched to victims within 48 hours of the request being received.

1.I. – The NFIB have a number of advice letters, tailored to each fraud type, which are emailed to victims on a weekly basis. This service is known as 'Send in Blue'. In August 2021 this process was automated, and the success rate went from a low of 59% in June, to an average of 99.69% for the rest of 2021/22. In Q3 22/23, the success rate of Send in Blue was 99.9%.

Reports Reviewed within 28 Days

	% of all reports reviewed within 28 days	% Reports that met threshold reviewed within 28ays	% Highly likely reports reviewed within 28 days	% likely reports reviewed within 28days
August	1.6%	20%		
September	1.6%	18%		
October	1.3%	13%		
November	1.7%		73%	6%
December	1.0%		34%	6%

1.G. – The process for prioritising which reports to review is under development and in November 2022 the teams began a pilot. Rather than monetary thresholds, fraud reports are assessed against a number of criteria to establish a 'solvability' score. Those highly likely and likely to be solved are prioritised for review.

During the span of the pilot for far, 53% of highly likely and 5.75% of likely reports were reviewed within 28 days of reporting. During the pilot the volume of disseminations rose from an average of 909 per month for the quarter preceding the pilot, to 1,138 on average in November and December. Figures will continue to be monitored as the new process is formally launched.

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Outcome 1: *Supporting and Safeguarding Victims.*

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:	
J. To review all unclassified cyber related Action Fraud reports to determine their viability for dissemination, within 7 days.	OUTSTANDING
K. To review and disseminate all Action Fraud reports classified with an NFIB Cybercrime code, within 7 days.	GOOD
L. To respond to all live cybercrime reports, within 2 hours of reporting.	GOOD
M. To determine and respond to all reports of cyber dependent crime identified as having a victim vulnerability factor, and disseminate for safeguarding activity, within 72 hours of reporting.	ADEQUATE
N. All businesses reporting cyber enabled crime to receive Protect advice within 72 hours of reporting.	ADEQUATE

1.J. – NFIB Cyber review all unclassified cyber related Action Fraud reports within 7 days as a standard process. This has now been reduced to 72 hours with a 100% success rate.

1.K. – In Q3, 5,635 reports were classified with a Cybercrime code. Of these, 100% were disseminated for Protect or Pursue activity.

1.L. – 38 live cyber incidents were recorded in Q3, and each one was reviewed and a response sent within 2 hours.

1.K. Cyber Reports Received

1.L. Live Cyber Incidents

1.N. Protect Advice within 72 hours
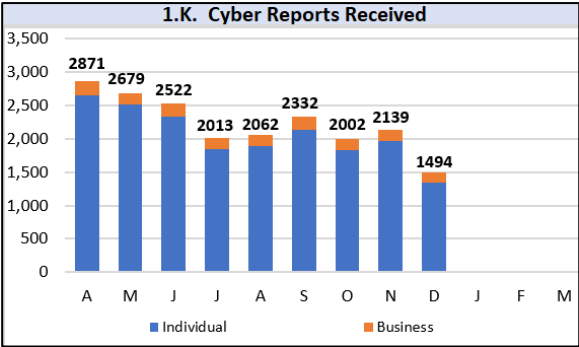
1.M. – The Cyber Review team are developing and refining their pilot process to identify and respond to domestic abuse within cyber crime reports. This has resulted in forces receiving early notification of domestic abuse, enabling them to quickly provide a safeguarding response to victims. All safeguarding reports are disseminated the same day.

1.N. – NFIB Business Protect provided protect advice to 415 organisations during Q3. 90% (372) of organisations received the advice, 77% (318/415) of whom received it within 72 hrs of reporting to Action Fraud. Overall 38% more organisations were contacted with advice, despite a 16% drop in the number sent within 72 hours.
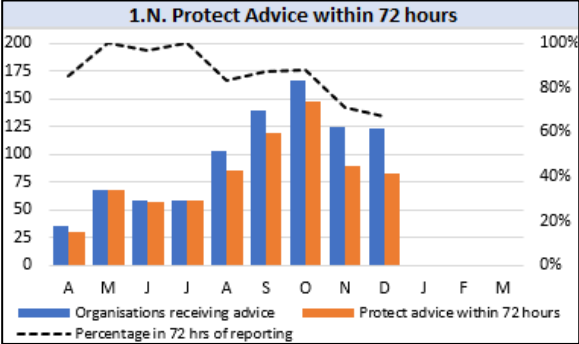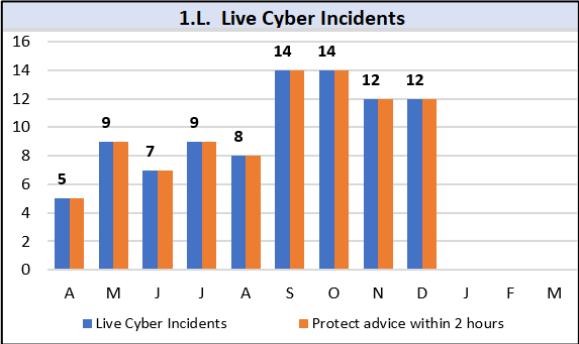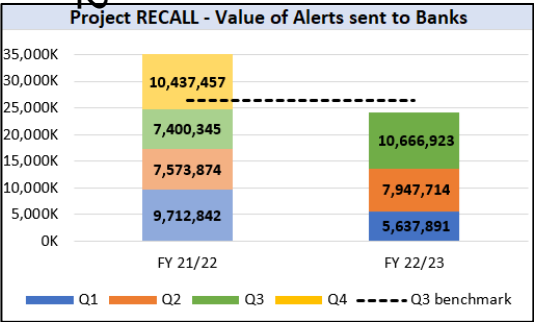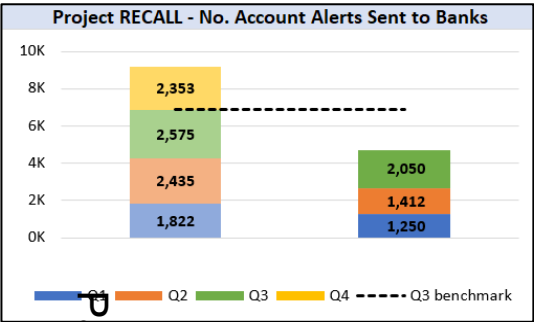
Outcome 1: *Supporting and Safeguarding Victims.*

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

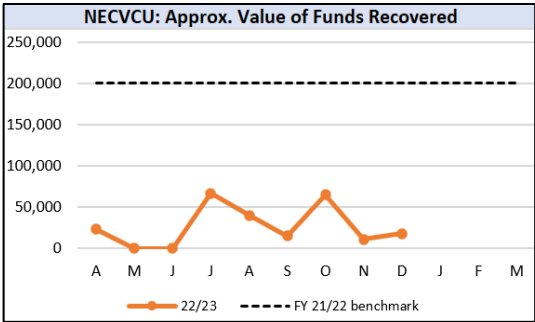|	
O. To help victims of fraud to prevent or recover losses through information sharing with the banking sector and support from victim care.	ADEQUATE

Project RECALL - No. Account Alerts Sent to Banks

2,353	
2,575	2,050
2,435	1,412
1,822	1,250

Q1 ▬ Q2 ▬ Q3 ▬ Q4 ▬ ---- Q3 benchmark

Project RECALL - Value of Alerts sent to Banks

	FY 21/22	FY 22/23
	10,437,457	
	7,400,345	10,666,923
	7,573,874	7,947,714
	9,712,842	5,637,891

Q1 ▬ Q2 ▬ Q3 ▬ Q4 ▬ ---- Q3 benchmark

Project RECALL is an initiative to alert banks to accounts used in fraud. Although automation allows more reports to be sent out, there were numerous technical issues with the system in the last two quarters. These issues have been resolved, resulting in an increase in Q3. Overall fraud reporting is still significantly down in 2022 compared to 2021, which will cause a reduction in the number of alerts that can be sent out.

The quarter saw 2,050 reports sent to banks, up 45% from Q2 (1,412) and closer to the 2021/22 quarterly average of 2,296. The value of these was £10,666,923. The system for banks to confirm the value of repatriated funds is not automated, and the banks are proactively asked for feedback. In Q3 £116,953 was confirmed to the NFIB, but as not all banks responded there are likely to be significantly higher volumes of funds being safeguarded for victims.

The number of disrupted bank accounts has been rising since the inception of the project and the initiative allows not only for funds to be returned to victims, but also disrupts fraudsters, demonstrates good partnership working, and provides CoLP with the ability to start an investigation early if an alert is missed by the banks.

The number of **NECVCU** victims with confirmed recoveries, and the associated value of those recoveries is dependent on the victim informing the NECVCU. Since January 2021 NECVCU have supported 92 victims to recover £2,501,570.

They have also provided additional support to 156 service re-users since August 2018 preventing a possible £2,512,224 being lost to economic crime.


NECVCU: Approx. Value of Funds Recovered

A M J J A S O N D J F M

22/23 ---- FY 21/22 benchmark

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Outcome 2: *Disrupt Fraudsters.*

NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

A. To sustain the level of Economic Crime OCG disruptions.	ADEQUATE
B. To increase the proportion of major and moderate disruptions against Economic Crime OCGs.	ADEQUATE

Total Disruptions Against OCGs

Disruptions Against OCGs by Impact
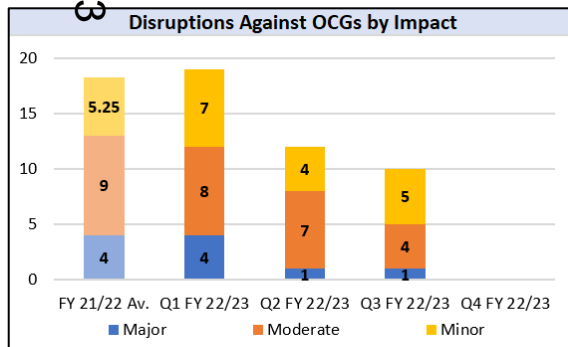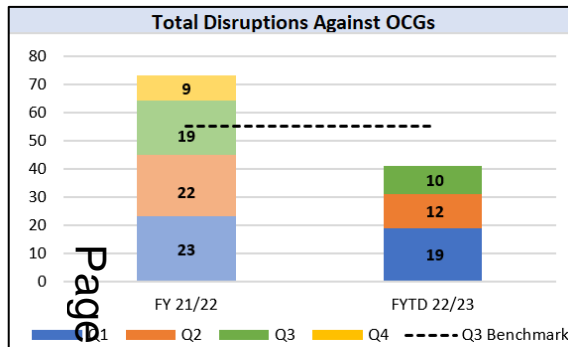
There are currently 65 mapped Organised Crime Groups (OCGs) under investigation by National Lead Force teams, up 38% from the 2021/22 average of 47. Two new OCGs were mapped in the quarter, and six were closed.

There were 10 disruptions claimed against NLF OCGs in Q3, which is less than the quarterly average of 18 from the previous year. Of these, 1 was classified as a Major disruption. There were also 4 Moderate and 5 Minor disruptions recorded.

Activity against OCGs is not consistent and depends on a number of factors, including resources, capacity, criminal activity etc. It is worth noting that 35 of the active operations are Tier 4 investigations, meaning they are awaiting court results and/or are in their final stages before being archived. This means no further operational activity is planned against them and the only disruption left to claim is a Major once sentences are delivered.

- A Major disruption represents the OCG being fully dismantled or impacted at a key player level. In December a Major disruption was recorded against an OCG following sentencing of the key nominals, and representing the closure of the investigation.

- The 7 Moderate and 6 Minor disruptions relate to warrants, arrests of nominals and seizure of monies. The investigations spanned a number of teams.

- Please note, all DCPCU Disruptions have now been represented within these figures, including those assigned to the Metropolitan Police. This gives a more balanced picture of DCPCU disruption activities.

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Outcome 2: *Disrupt Fraudsters.*

NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.
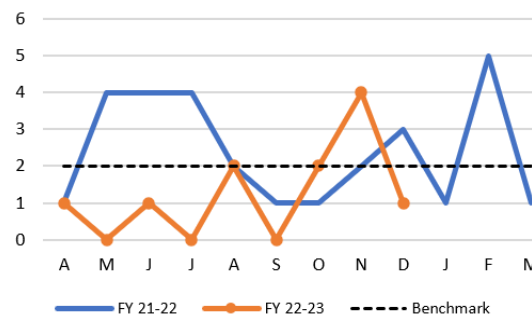

Success Measures:

C. To increase the use of POCA powers to freeze, restrain and protect proceeds of crime.	GOOD

Use of POCA Powers

Legend: Confiscation, Asset Restraining, Cash Detention, Cash Forfeiture, FY 21-22, Benchmark
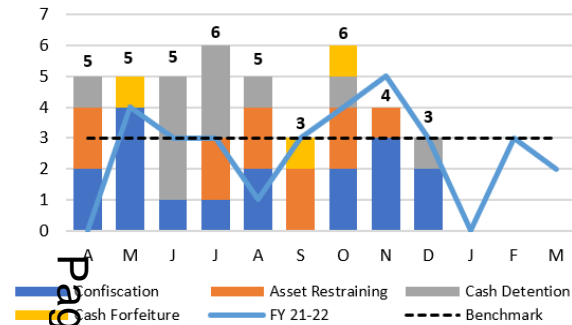
Number of Victims Awarded Compensation

Legend: FY 21-22, FY 22-23, Benchmark

In Q3, Operational Fraud teams and Funded Units carried out a total of 13 POCA activities. This is above the 2021/22 quarterly average of 8 and the 2021/22 Q3 total of 12.

Most of the activity focused on confiscations (7) and asset restraining orders (3). The greatest value came in November, with three confiscations carried out by DCPCU totalling £147,018.

Although slightly below the 2021/22 benchmark, teams worked to ensure that 7 victims were awarded a total of £176,765 compensation by the Courts.

Value of POCA Activites

Values shown: 474k, 18k, 35k, 825k, 234k, 51k, 94k, 172k, 29k

Legend: Confiscation, Asset Restraining, Cash Detention, Cash Forfeiture, FY 21-22, Benchmark

Value of Victim Compensation Awarded

Legend: FY 21-22, FY 22-23, Benchmark

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Outcome 2: *Disrupt Fraudsters.*

NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

D. To increase the identification and disruption of cyber enablers to curtail criminality and protect victims	OUTSTANDING

During Q3, a total of 57,625 disruptions to technological enablers were recorded, far higher than the Q2 total of 8,399. This increase in disruption activity is mostly due to successful DCPCU operations, which form part of an overarching proactive investigation targeting fraudsters involved in the acquisition of compromised account data from dark marketplaces. Warrants were obtained and executed, and numerous digital devices were seized which, when submitted to the Hi Tec crime lab were found to have over 350,000 compromised card details stored on them. These details were shared with industry partners to allow the protection of accounts.

Disruption activity across departments focused on websites. PIPCU's long running operation to suspend websites selling counterfeit items means fewer .uk domain sites are being registered. New partnerships with international registrars are proving fruitful, leading to a global reach targeting illicit websites around the world, protecting brands and consumers. The NFIB have focused on preventing fraud through the takedown of URLS designed to facilitate rental fraud and people seeking energy savings. These are aimed at the financially vulnerable and are particularly harmful. The team have identified current and registered URLs and removed them, preventing harm and disrupting future fraud. 172 Russian crypto investment phishing URLs were taken down in partnership with the NCSC.

**City of London Police and National Cyber Security Centre Suspicious Email Reporting and Takedowns:**

NCSC and CoLP receive reporting of suspicious emails from the public via SERS, which launched on 21st April 2020. As of 31st December 2022, the number of reports received stand at more than 16,500,000, with the removal of more than 110,000 scams across 200,000 URLs. The public are sent large volumes of scam messages every day, many of which will be blocked by spam filters or otherwise ignored.

In Q3 there were just under 23,000 suspicious emails reported per day to NCSC and CoLP, in addition to around 555 cyber-enabled crimes reported by victims to Action Fraud.
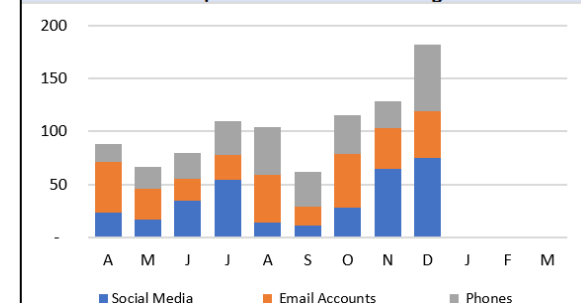
Number of Disruptions to Websites
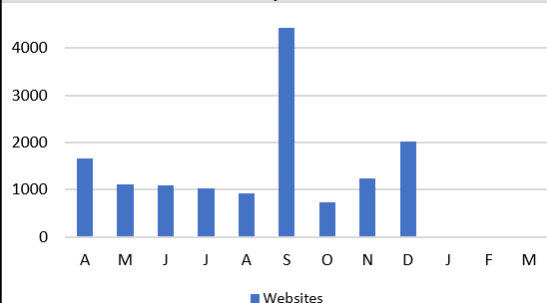
Number of Disruptions to Cards and Bank Accounts
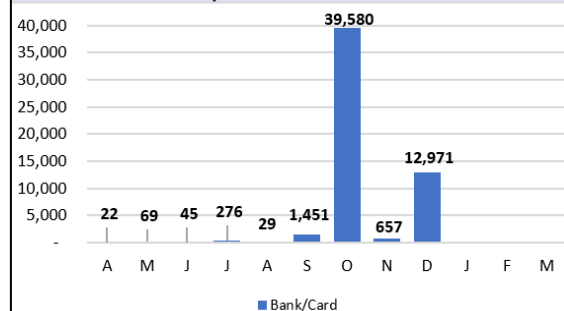
Number of Disruptions to Other Technological Enablers

Outcome 3: *Investigate and Prosecute.*

NLF Role: We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better criminal justice outcomes for victims.
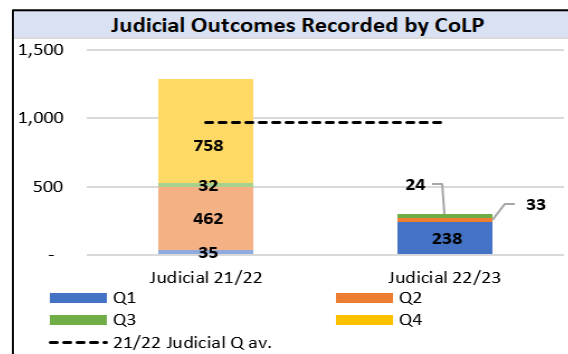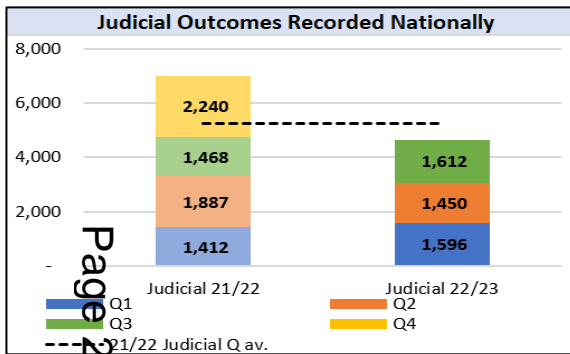
Success Measures:

A. To increase the number of judicial outcomes recorded nationally by Policing.	GOOD
B. To increase the number of judicial outcomes recorded by City of London Police.	ADEQUATE
C. To maintain the level of Home Office forces in the compliant category for reporting at 100%	GOOD

Judicial Outcomes Recorded Nationally

Judicial 21/22:
- 1,412 (Q1)
- 1,887 (Q2)
- 1,468 (Q3)
- 2,240 (Q4)

Judicial 22/23:
- 1,596 (Q1)
- 1,450 (Q2)
- 1,612 (Q3)

Legend: Q1, Q2, Q3, Q4, 21/22 Judicial Q av.

Judicial Outcomes Recorded by CoLP

Judicial 21/22:
- 35 (Q1)
- 462 (Q2)
- 32 (Q3)
- 758 (Q4)

Judicial 22/23:
- 238 (Q1)
- 24
- 33

Legend: Q1, Q2, Q3, Q4, 21/22 Judicial Q av.

At the end of Q3, the national matched judicial outcome rates (England and Wales) are 8.2% for 2019/20, 6.7% for 2020/21 and 5.1% for 2021/22. There are still outstanding disseminations for each year either being investigated or awaiting closure. This means the outcome rate is likely to increase over time and these figures are subject to change.

The CoLP judicial outcome rate is 23% for 2019/20, 12% for 2020/21 and 39% for 2021/22, far higher than the national averages. The CoLP NFA rate is currently 6% for 2021/22, which is below the national average of 51%.

CoLP has now recorded 295 Judicial outcomes (all outcomes) for the 9 months to 31 December 2022/23, but this is below the comparative period for 2021/22 where 529 were recorded.

The total outcomes reported in the period can relate to disseminations from any time frame. The volume of outcomes is expected to fluctuate throughout the year as cases with varying numbers of crimes attached are seen in courts. For example, one investigation into a boiler room might have hundreds of outcomes attached to it and closing the case will give multiple outcomes, potentially bringing closure to hundreds of victims.

Note: Judicial outcomes refer to Home Office Counting Rules Outcomes 1-8 which include charges, cautions, taken into consideration etc. (they do not refer to the wider criminal justice process).

FY 22/23 FYTD	No. Forces
Compliant (7-9 Returns)	45
Partially Compliant (3-6 Returns)	0
Non Compliant (0-2 Returns)	0

Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. In Q3, all forces provided their return each month. The National Coordinators will continue to engage with forces to ensure this 100% compliance can be maintained throughout the year.

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Outcome 3: *Investigate and Prosecute.*

NLF Role: We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better criminal justice outcomes for victims.

Success Measures:

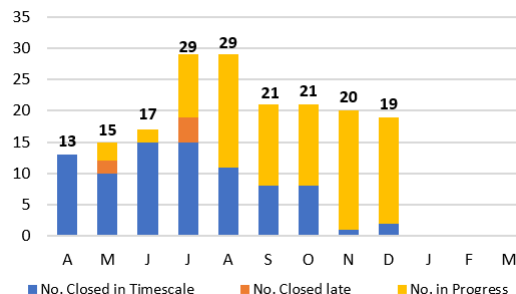|	
D. Through leadership of LFOR improve the coordination of Operational Activity across Policing to increase Pursue outcomes for victims.	GOOD

National Operational Activity

During Q3, LFOR led the UK response to Operation Elaborate. This was an investigation supporting the MPS Cyber Crime Unit, focussing on fraudsters across the UK that had engaged in criminal activities originating from the website I-Spoof. There were 60 cases disseminated across the UK and LFOR worked with MPS, NFIB and Action Fraud to identify additional victims following a text message sent to 70,000 potential victims. As a result of this process NLF identified a further 67 victims and attributed 4,785 NFRCs to the suspects identified by MPS, with total losses exceeding £48million.

LFOR are currently developing a best practise guidance to support Forces and ROCUs with the initial response to Courier Fraud offences. This involves briefing notes to Force Control Rooms and providing PECTs as single points of contact to manage the call for service for this type of offending. This process will provide a greater opportunity to locate offenders and ultimately ensure better outcomes for victims of crime.

National and International Coordination and Assistance

LFOR received 4 requests for assistance in Q3 compared to 16 in Q2. The reduced number is attributable to Op Elaborate which caused UK PECT teams to focus on this operation as opposed to other activity. These requests related to arrest/warrant activity, peer review of investigations and support for evidence gathering. This is a key role of LFOR who will provide Operational and Investigative support to all UK Forces and Regions to progress cases with enquiries in London. A high number of OCG activity that impacts victims across the country have links to London, and by providing such support LFOR are supporting partners in expediting positive outcomes and disruption opportunities.

LFOR have developed 8 cases for acceptance within NLF and 25% of these were completed within the agreed timescale of 14 days. The average turnaround was 42 days, up from an average of 29 days in the last quarter. Supervisors review all cases over the agreed time limits but some are complex and require checks and results from NFIB, IDT and other specialist departments which create delays.

There were in 64 International Enquiries (ILORs) in Q3, which is down from 83 in Q2. The average time for completion in Q3 was 29.5 days which is well within the 90 day target. This is slightly higher than Q2 (27.7 days) but the small variance is insignificant.

LFOR International Requests closed in Timescale

CITY OF LONDON POLICE
Lead Force Operations Room

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Outcome 4: *Raise Awareness and Prevent Crime.*

NLF Role: We raise awareness of the threat and prevent fraud impacting people and businesses.

Success Measures:

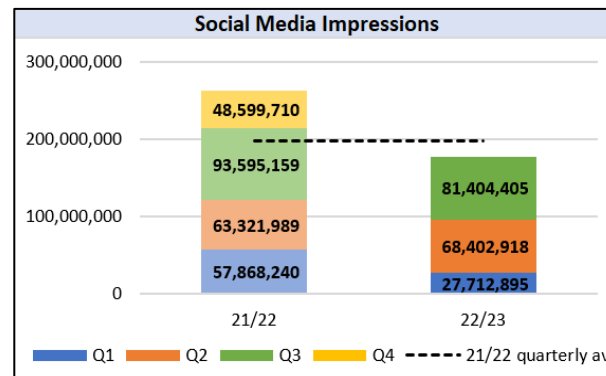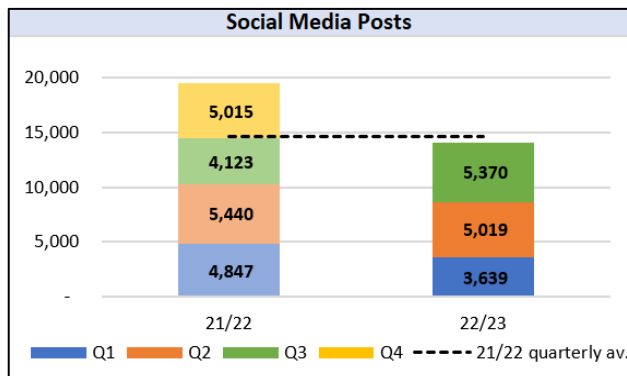|		
A.	To increase the number of Social Media posts.	GOOD
B.	To increase the reach of Social Media posts (impressions).	OUTSTANDING

Across the various teams engaging on social media, improvement was made in the number of posts, an increase of 7% from 5,019 in Q2 to 5,370. The number of related impressions also rose significantly, by 19% from 68 million to 81 million. The number of posts was higher than the 2021/22 Q2 and quarterly average, however engagement was lower than the same period last year.

Notable campaigns included the investment fraud campaign launch which ran for two weeks across Twitter, Instagram, Facebook and LinkedIn. International Fraud Awareness week took place in November, with social media posts across the week, along with promotion for Op Elaborate, participation at stakeholder events, the online shopping fraud campaign and various arrests and sentencings related to NLF operational successes.

Across the quarter, the Media Team oversaw 16 press releases and 3 interviews (a 58% increase on Q2), including newspaper and television interviews which resulted in positive news coverage. The NFIB also released an alert through its digital community messaging platform, which has been upgraded and can now reach approximately 600,000 users each time an alert is sent.

Action Fraud Christmas Campaign

Action Fraud Christmas Campaign activity (12 Frauds of Christmas and Online Shopping with NCSC) achieved a total of 94.8m impressions (timeline deliveries) and 21.8m reach (the number of unique users who have seen the content). Taken as a whole this is the best performing Action Fraud online campaign. The campaign was shared by multiple forces, partners and individuals including television personality Martin Lewis, who helped contribute to the highest single day of engagement on Action Fraud social media this year - on Monday 5th December - by sharing the '12 Frauds' campaign launch tweet. Due to the campaign activity, Action Fraud social media accounts received double the amount of engagement in December with profile visits seeing a rise of up to 146%.

Social Media Posts

	21/22	22/23
Q4	5,015	
Q3	4,123	5,370
Q2	5,440	5,019
Q1	4,847	3,639

(21/22 quarterly av.)

Social Media Impressions

	21/22	22/23
Q4	48,599,710	
Q3	93,595,159	81,404,405
Q2	63,321,989	68,402,918
Q1	57,868,240	27,712,895

(21/22 quarterly av.)

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Outcome 4: *Raise Awareness and Prevent Crime.*

NLF Role: We raise awareness of the threat and prevent fraud impacting people and businesses.

Success Measures:

C. To deliver campaigns and participate in intensification periods to raise awareness and drive prevention activity.	GOOD

Lead Force Operations Room

During Q3 2022-23 LFOR co-ordinated a National intensification focussing on reducing investment fraud across the UK. During 2021-22 this crime type increased by 49.5% on the previous year with a total loss of £890m.

This was a PROTECT/PREVENT led campaign working with partners from National Trading Standards, Financial Conduct Authority, Serious Fraud Office, Inland Revenue, National Economic Crime Centre (NECC) and NLF Fraud Operations teams. In addition to the social media campaign, officers distributed over 1,000 leaflets as part of Operation RICOTTO, visited 40 premises linked to 'Boiler-Room' intelligence and submitted 57 requests for website and telephone number takedowns.

Lead Force Operations Room

December 2022 saw the conclusion to the Courier Fraud campaign that ran in partnership with Action Fraud and Crimestoppers for the past 6 months. This was an opportunity to maximise the embedded platforms already established within the Crimestoppers network to provide PROTECT and PREVENT messaging to vulnerable adults and those friends, family, neighbours and occupations in close contact; to raise awareness of this crime type.

The reporting period identified an additional 2,700 anonymous reports linked to fraud offending, albeit none specifically related to Courier Fraud. The the campaign will now switch attention to Romance Fraud for the next 6 months.

NFIB Protect

The large increase in Protect social media posts and impressions relates to our annual online shopping campaign which we delivered in collaboration with the NCSC. The campaign reached a potential audience of 20 million individuals and achieved 49 million impressions. As part of the campaign the NCSC have also paid for target advertisement on social media sites, providing a targeted message to males aged 19 – 25, who according to Action Fraud reporting are most likely to fall victim to this crime.

There has been a 12% reduction in online shopping and auction fraud reported to Action Fraud during November and December 2022 when compared with the same period for the previous year (2021).

Throughout October - COLP Platforms	
176,281	Twitter Impressions
111,912	Facebook Reach
13,401	LinkedIn Impressions
7,872	Instagram Posts Reach

October & November - Crimestoppers	
173,856	LinkedIn Impressions
463,373	Facebook Impressions
207,886	Instagram Impressions
2,606,067	Total Campaign Reach

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Outcome 5: *Building Capacity and Capability.*

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

|		
A.	To increase delegate training levels in the Economic and Cybercrime Academy.	GOOD
B.	To maintain delegate satisfaction levels at 90% or above.	GOOD

The ECCA delivered 35 training courses in Q3, an increase of 85% from Q2 (19) and equal to the previous year.

Delegate numbers are increasing overall, as the Academy now has a better booking system which ensures no spaces are left empty. The number of delegates, 420, represents an increase of 67% from Q2.

78% of delegates were from UK policing, with 12% from other public sector organisations and the remainder split between overseas policing and the private sector.

Academy Delegates by Sector
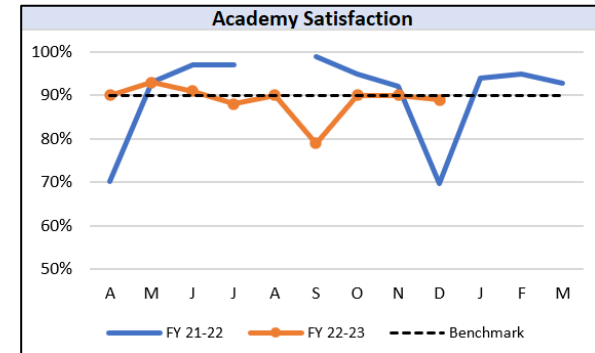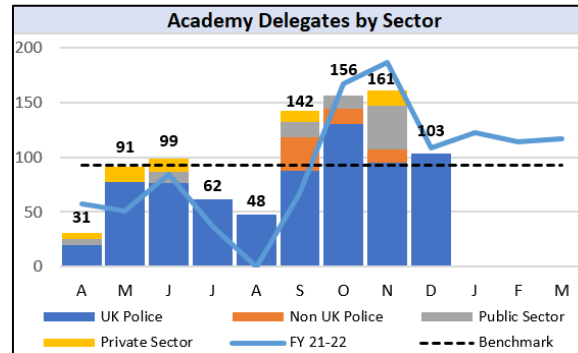
Academy Training Courses

Academy Satisfaction
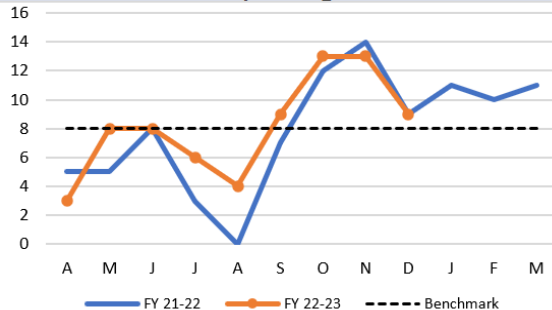
The Academy delivered many Money Laundering courses to various organisations including the NCA, SW ROCU, Northants Police and the Quad Islands cohort, which consists of delegates from law enforcement in Jersey, Gibraltar, Isle of Man and Guernsey. Internal training was provided to staff from NFIB who attended an Essentials of Fraud course that will lead to an accreditation once complete. Two Academy trainers travelled to Ghana to perform a Training Needs Analysis at the request of the NCA and Ghanian Law Enforcement. The objective is to improve the investigation of romance fraud, money laundering and tracing of hidden assets.

Satisfaction averages rose from Q2's 86% to a more consistent 90%. Overall satisfaction has benefitted from the return to classroom training post-Covid.

It has been noted that only 52% of feedback forms were returned during the quarter, and only 39% in December. This will be addressed by the training admin team for future courses.

Outcome 5: *Building Capacity and Capability.*

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

C. To collaborate with industry and partners to develop innovative new ways to better protect victims and disrupt serious offending.	GOOD

There are two **COLP analysts embedded** in the NECC, and one in the NCA/NECC Multi Agency Fraud Targeting and Insight Centre (MAFTIC), targeting the highest harm fraud suspects in the UK and beyond. They have full access to AF/NFIB and policing data to target highest harm criminality, and a route into the 43 forces and ROCUs to expedite Pursue and Protect work. We also have embeds within our own teams from HMRC and Microsoft to ensure that we are tackling fraud and cybercrime with a multiagency approach.

Public Sector Online Service Providers
Law Enforcement
Trade Groups
Brands
Insurance
Banking & Financal
Third Party Service providers
Information Technology

CoLP forms part of a multitude of **inter-agency groups** who tackle fraud and cybercrime in partnership. We work closely with a wide range of law enforcement and government agencies, banks, and industry partners, as shown in this diagram.

The work of the **Intelligence Development Team** (IDT) and their partners over the last three years has delivered huge success, especially with romance and courier fraud as part of the Project Otello campaigns. They continue to host national surgeries for law enforcement to share knowledge and issues, and to come together to tackle fraud. Other work includes Op Henhouse, a national fraud campaign, and Op Haechi, an international fraud collaboration with Interpol. They are also currently working with the new Proactive Economic Crime Teams (PECT) across the regions for Pursue work on organised fraud. In Q3 the IDT supported **Op Elaborate**, the largest UK law enforcement operation, led by the Metropolitan Police Service. This led to the dissemination of 4,834 fraud reports with losses of £49.6 million, and 58 suspect packs being disseminated to other forces and regions. The majority of packs went to PECT, and IDT supplied a further 9 packs which were not Op Elaborate related.

Following evidence-based research, and **financed by Lloyds Banking Group**, we licenced demographic segmentation data to better understand previous victims of fraud/cybercrime and thus identify chronic hotspots of victimisation. This means we can forecast potential victimisation by location, allowing forces the opportunity to conduct bespoke crime prevention outputs – an improvement to the one size fits all product previously completed. We now are working with 9 forces, delivering packages for Protect work in the hotspots we have identified, tailored to victims with demographic data.

Outcome 5: *Building Capacity and Capability.*

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

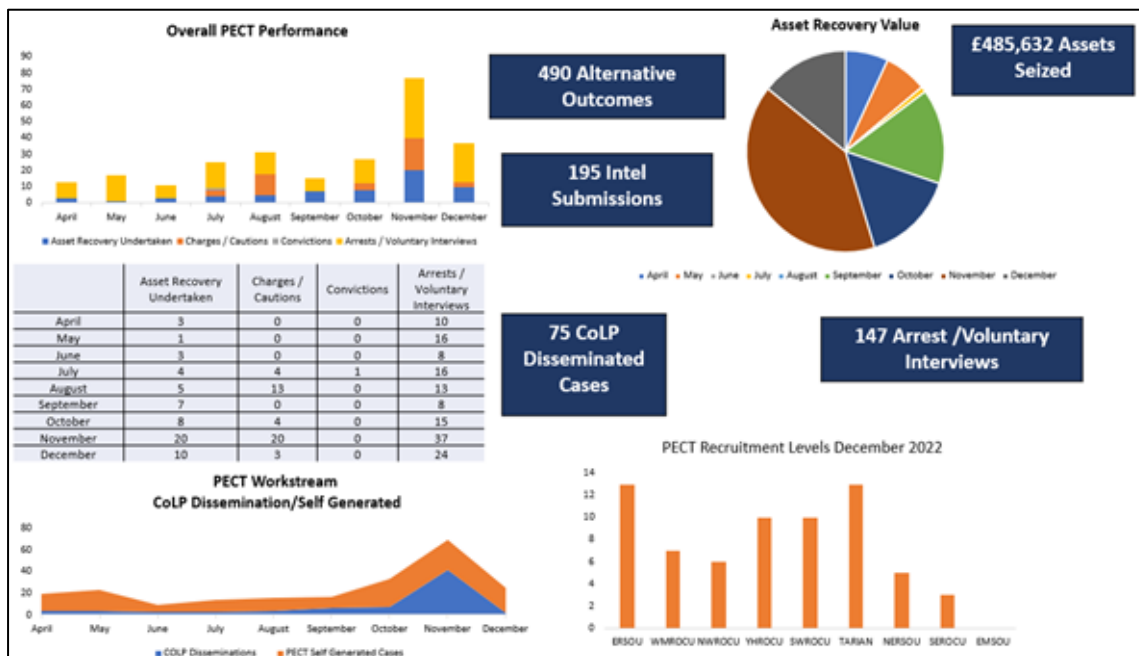|	
D. To improve the capacity to police fraud and cybercrime by implementing additional posts and improving attraction, recruitment and retention.	GOOD

Establishment of a new Fraud Policing Network (PURSUE):
- Four Proactive Economic Crime Teams (PECT) were established in the pilot regions during 2021-22 (Eastern, NW, West Mids, and Yorks & Humber). A further five Regional PECTs are being established in 2022-23 along with enlargement of the London response (MPS and CoLP). By the end of 2022-23 the target is for the network to have 118 people.
- By 09/01/23, 86 people were in post (73%). This is across both the Police Uplift Programme and HMG Spending Review investment funding.
- Greater assessment of PECT operational performance will now take priority and a dashboard for regional accountability has been devised.
- The growth in investigative capacity in CoLP NLF Fraud Operations has resulted in seven new Police Staff Investigators starting in January 2023. These posts will be integrated into the existing capacity whilst training takes place.

Notable operational examples include:

YHROCU - Responded to a 94-year-old victim of Courier Fraud prevented by banking protocol from withdrawing £9,000. Forward facing call data identified that the number used to contact the victim was targeting an 84-year-old woman in Ipswich. YHROCU utilised the PECT network and ERSOU reached the 84-year-old victim in time to prevent her handing £7,000 to the OCG.

ERSOU - A male subject to a Crime Prevention Order fraudulently obtained employment as a Finance Director and abused his position to defraud the business of £111,000. He was remanded in custody and jailed for more than 8 years

SWROCU - An elderly victim of Romance Fraud posted £30,000 to an address in Leicester. A warrant was obtained, and two females suspects were arrested. £12,000 cash was recovered and £40,000 in blank cheques in the victim's name.

	Asset Recovery Undertaken	Charges / Cautions	Convictions	Arrests / Voluntary Interviews
April	3	0	0	10
May	1	0	0	16
June	3	0	0	8
July	4	4	1	16
August	5	13	0	13
September	7	0	0	8
October	8	4	0	15
November	20	20	0	37
December	10	3	0	24

490 Alternative Outcomes

195 Intel Submissions

75 CoLP Disseminated Cases

147 Arrest /Voluntary Interviews

£485,632 Assets Seized

Appendix A - Performance Assessment Criteria

In order to identify if these outcomes are being achieved a series of success measures for each outcome have been produced and are reported on throughout the period. The success measures related to each outcome can be found at the start of each slide alongside the current RAG assessment for the relevant measure.

Table 1 – Success Measure Performance RAG assessment	
OUTSTANDING	Performance consistently exceeds expected success measures
GOOD	Performance consistently meets expected success measures
ADEQUATE	Success measures have not been consistently met but plans are in place to improve by the end of the period
REQUIRES IMPROVEMENT	Success measures have not been consistently met and there is insufficient evidence that performance will improve by the end of the period
INADEQUATE	It is unlikely the success measures will be met for the annual period based on the quarters to date
NO GRADING	Insufficient evidence means that no meaningful assessment is possible at this time

CITY OF LONDON POLICE

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Committee(s): Economic and Cyber Crime Committee	Dated: 27 January 2023
Subject: Quarterly Cyber Griffin Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1- People are safe and feel safe
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Commissioner of Police Pol 08-23	For Information
Report author: Charlie Morrison, T/ Inspector, Cyber Griffin, Specialist Operations	

SUMMARY

Cyber Griffin experienced a record high month in October both in terms of services delivered and end users trained. The programme is on track to meet its local and national targets if performance continues at current levels. Cyber Griffin is considered one of the strongest police Protect programmes in the UK and discussions have commenced regarding a potential roll out of this work across the rest of the UK. Options for this expansion have been outlined and the view of ECCC members are now sought prior to plans being progressed to a detailed design and delivery stage.

RECOMMENDATIONS

It is recommended that Members note the report

MAIN REPORT

INTRODUCTION

1. This report gives a brief update on the current position of the Cyber Griffin programme. For details of all Cyber Griffin services please visit: www.cybergriffin.police.uk. It also outlines options to develop a national Cyber Griffin offer for forces.
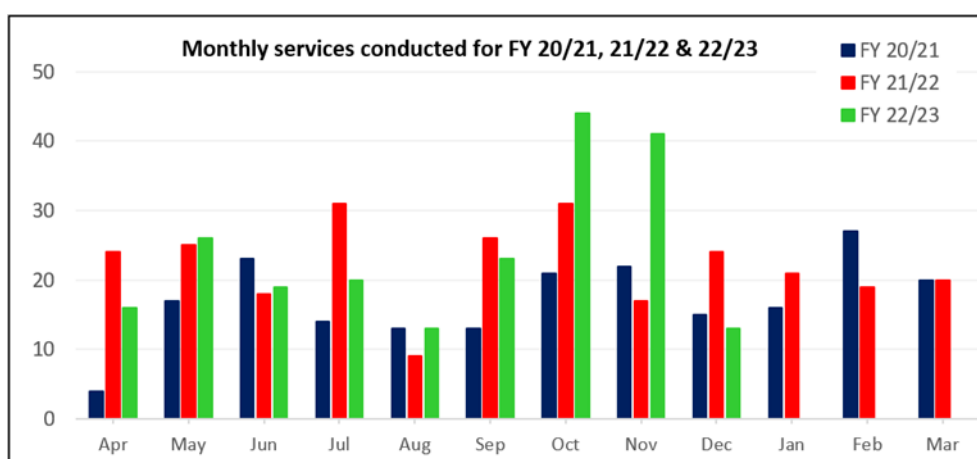
CURRENT PERFORMANCE POSITION

2. Cyber Griffin's performance has been extremely positive in Q3. After a challenging Q2, the programme has recovered this lost ground and is now, if this level of delivery continues, on track to meet its local and national targets for the financial year. Of note, is that October marked Cyber Griffin's strongest month for delivery since the programme's start. In that month alone over two thousand people were trained, and 44 services delivered. A combination of

factors drove this increase. Those include; the team being at full strength, October being cyber security month and a greater emphasis being placed on Cyber Griffin's media exposure both online and at multiple expos.

Graphs showing Cyber Griffin's monthly and quarterly users trained compared with previous financial years

Monthly Users Trained for FY 20/21, 21/22, 22/23

Monthly Users Trained (by quarter) for FY 20/21, 21/22 & 22/23
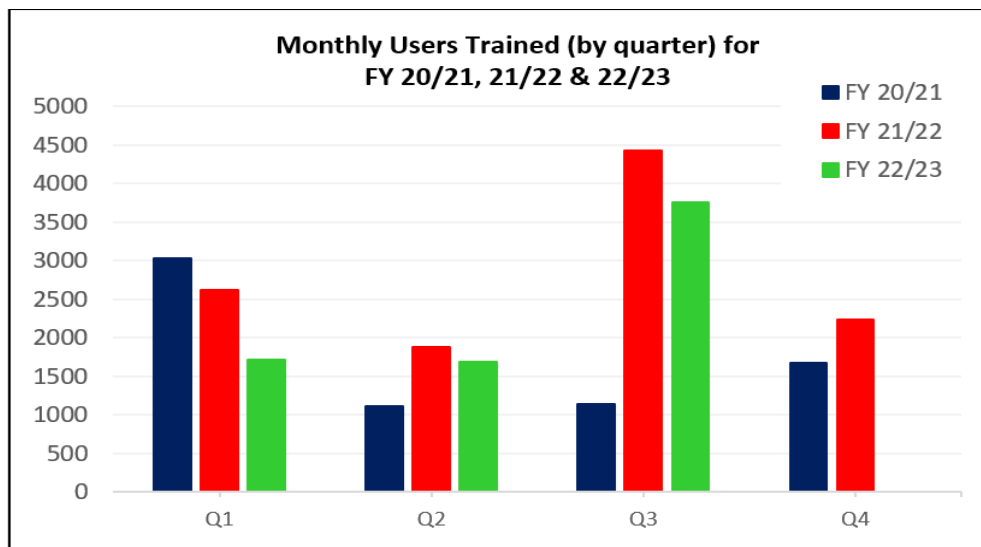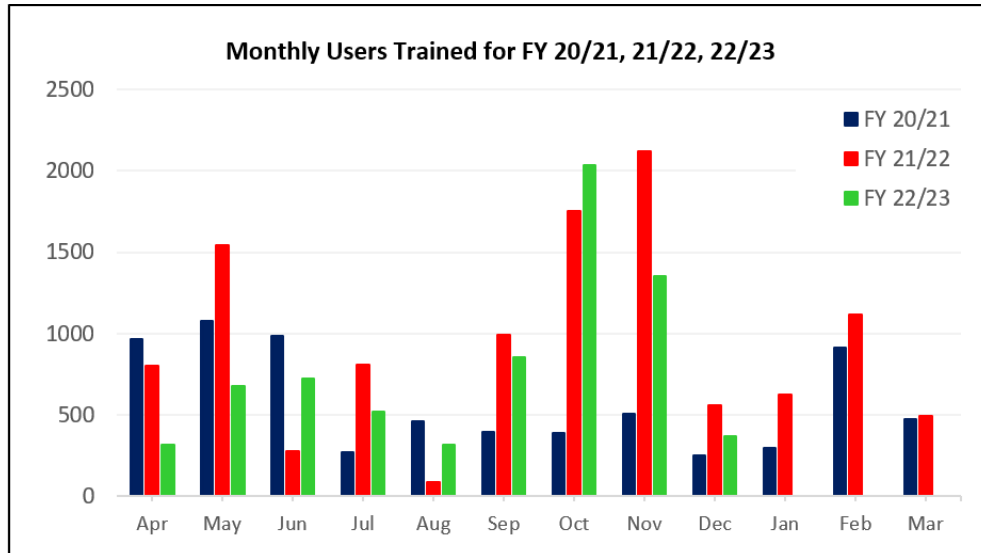
Graph showing the number of Cyber Griffin services delivered compared with previous financial years

Monthly services conducted for FY 20/21, 21/22 & 22/23

3. Regarding locally set targets, the more ambitious annual targets set for Cyber Griffin appear achievable based on the programme's current performance. In Q3, the programme trained 3,755 people (quarterly target of 2,500), conducted 98 services (quarterly target of 67) and partnered with 37 new client organisations (quarterly target of 36).

4. Regarding performance against national targets, Cyber Griffin continues to meet all nationally set key performance indicators (KPIs). Specifically, the programme has engaged with 100% of victims of cyber-dependent crime. Survey data also demonstrates that engagements create security behaviour changes in above 75% of attendees. The same events have a satisfaction rate of considerably above 75%.

5. Looking ahead at performance, data from previous years suggest that Q4 will mark a drop in deliveries compared to Q3. This is due to organisation's historically having a lower appetite for engagements at this time of year. There are early signs that Cyber Griffin's increasing network of partnerships will generate more engagements than in previous years, however.

6. Cyber Griffin's financial situation remains very positive with both the Corporation Business Levy and NPCC Cyber Crime Programme funding confirmed. Combined with the unit's current funding Cyber Griffin has stable long-term funding going forward.

7. Cyber Griffin has matured into an extremely successful programme, regarded as one of the leading police Protect teams in the UK. As a result, consideration is being given to an extension of the programme's services into the national Protect space and a UK-wide offer. A briefing paper describing two options has been reviewed and supported by senior officers. A separate paper detailing these options has been submitted to the ECCC for their consideration.

CONCLUSION

8. Cyber Griffin continues to offer a very well-regarded and effective cyber security programme. There is ambition to provide this high-quality service outside of London in partnership with local forces. It is recommended the options set out elsewhere in this report be reviewed and consideration be given to authorising the creation of a detailed design for this work.

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Committee(s): Economic and Cyber Crime Committee	Dated: 27 January 2023
Subject: National Lead Force and Cyber Update	**Public**
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1- People are safe and feel safe
Does this proposal require extra revenue and/or capital spending?	**N/A**
If so, how much?	**N/A**
What is the source of Funding?	**N/A**
Has this Funding Source been agreed with the Chamberlain's Department?	**N/A**
Report of: Commissioner of Police Pol 09-23	**For Information**
Report author: Kevin Ives, Det Inspector Staff Office Economic and Cyber Crime	

Summary

This report provides information on key activities delivered as part of the National Lead Force Plan. These activities include:

- Effective crime prevention over the Christmas period.
- Results of some service improvement trials by National Fraud Intelligence Bureau (NFIB).
- A cross section of results from operational activity.
- An update from the National Co-ordinators office nationwide visits.
- Update on Proactive Economic Crime Team (PECT) performance

Recommendation(s)

Members are asked to note the report.

Main Report

Background

1. The meeting of this Committee has fallen fairly close to the previous Committee which was at the end of November 2022. The updates are therefore briefer than would be usual. The new performance measures are now in place and presented on the accompanying NLF performance report.

Outcome 1: Supporting and Safeguarding Victims.
NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Next Generation service project update
There is no written update owing to the recent FCCRAS Procurement Committee and PAB discussions on Next Gen held in December 2022.. If required, an FCCRAS update will be given verbally in addition to this report.

National Economic Crime Victim Care Unit (NECVCU)

Within this period both Staffordshire and Lincolnshire Police have been visited to progress the expansion of the service. Lincolnshire are currently drawing up a request which will outline which services they need assistance with, they have voiced support for the concept and are working out how to include with tehri current processes.
A follow up meeting with Staffordshire to help plan how the service fits in with their local delivery plans is to occur in January 2023.

A further meeting with Hertfordshire is to take place in early February to give further detail before their decision on full engagement.
34 forces are now supported or have requested support at level two (most vulnerable victim support). 40 forces (including three new forces whose engagement formally begins in April) are engaged at level one service. This will be 43 if the above mentioned forces take up the offer of assistance.

Worthy of note is that as a result of the Fraud Strategy work the Prime Minister's office asked a direct question of the force as to whether the NECVCU service was unique in the world. The response has been given that this great service is one of a kind and nothing like it is known of anywhere in the world.

National Fraud Intellignce Bureau (NFIB)

Solvability survey
There is a solvability and a vulnerability trial running to improve the NFIB service. Results are already available for the work carried out in this reporting period.
The 'solvability trial' involves a change in how the service prioritises fraud review and dissemination. This method uses a new formula which better identifies lines of enquiries on each report in order to be much more accurate and efficient in relation to which cases are disseminated to local forces. This trial showed a 35% increase in reports reviewed and a 15% increase in reports receiving an outcome of some kind, whether it be investigation or disruption activity.

The vulnerability trial is aimed at improving our service and response for the most vulnerable victims of fraud and cybercrime. A new 'vulnerable person alert' process sends fast time messages to receiving forces in order to highlight the most vulnerable victims of fraud in their area. This works alongside the current dissemination process.

The trial gave an 80% increase in vulnerable children (under 18) protected and a 41% increase in the number of potentially vulnerable people that local forces are now aware of. One of the biggest benefits is that the maximum response period to these

vulnerable victims has now dropped to a fantastic 72 hours, historically it was up to 28 days.

Outcome 2: Disrupt Fraudsters.
NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

CYBER UPDATE
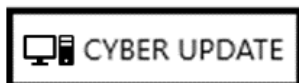
NPCC Cyber

Police CyberAlarm – At the start of January a review showed that Small and Medium Enterprise uptake continues to grow significantly with 6000 organisations now signed up with 3000 having suspicious activity data collectors now live on their systems.

NFIB

The NFIB Cyber team has a new collaboration with the NCSC (National Cyber Security Centre). This work was initiated when approximately 200 Russian based websites began targeting UK citizens with a cryptocurrency fraud. The websites were sadly beyond the reach of the NFIB team due to where they were hosted and registered. Engagement took place with the NCSC team and the agencies carried out joint work and a majority of the websites were then suspended. The success of the work has led to new intelligence pathways and relationships that are being formalised. These new routes will increase the takedown figures and public protection provided by the unit in future as well as bring many more foreign based websites within their reach.

Outcome 3: Investigate and Prosecute.
NLF Role: We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better criminal justice outcomes for victims.

Lead Force Operations Room

The unit played a key role in Operation Elaborate. The widely publicised activity initiated by the Metropolitan Police Service (MPS) into large numbers of fraudsters using text message 'spoofing' fraud. A website was 'taken down' by the MPS and this website gave them access to details of large numbers of users who were committing fraud. Over 50 cases were disseminated around the UK for co-ordinated action and this dissemination was overseen by the Lead Force Operations Room.

National lead Force teams

Operation Quinn - The suspect committed a courier fraud and was identified by technical work that was carried out to locate the victim's stolen phones (taken by the suspect) and by tracking goods purchased using the victim accounts. A successful operation led to 2.5yrs imprisonment.

Operation Altair – The case involved an employee theft of over £107,000 from the restaurant chain 'Giraffe' and subsequent money laundering. Nine defendants were charged – three pled guilty at the first court hearing and received non- custodial sentences for their roles as money mules. The other defendants went to trial and either raised guilty pleas on day one or were found guilty of Fraud and money laundering. Sentences for defendant ranged between nine months suspended and four years in custody.

Police Intellectual Property Crime Unit (PIPCU)

Operation Brunel – Warrants were executed in Manchester by PIPCU. 18 Suspects were detained as three Badging Factories and a large volume of counterfeit goods were seized over 2 floors of a factory building. London PIPCU were supported by Northwest PIPCU and the Operation Vulcan team from Greater Manchester Police (GMP).
Operation Vulcan is a new large multi-agency operation which has PIPCU as a core member. It has increased resource to deal with the prolific counterfeiting and organised crime in the Cheetham Hill area of Manchester. This has been partly driven by the huge successes PIPCU have had in exposing the criminality in the area over the last five to seven years.

Outcome 4: Raise Awareness and Prevent Crime.
NLF Role: We raise awareness of the threat and prevent fraud impacting people and businesses.

Action Fraud

Action Fraud launched the '12 Frauds of Christmas' campaign on Thursday 1 December. The campaign focussed on 12 different fraud types in the lead up to Christmas, including but not limited to: charity fraud, courier fraud and investment fraud. A partner pack for social media was produced and distributed which contained a social media schedule and newly created digital assets. Various content pages on the Action Fraud website were refreshed with Christmas imagery to accompany the campaign messaging. This campaign has been Action Fraud's best Christmas campaign to date with 94 million impressions and 21 million reach.

CYBER UPDATE
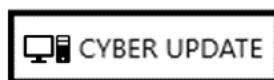
NFIB

There has been a large increase in social media posts and impressions. This relates to the annual online shopping campaign which was delivered in collaboration with the National Cyber Security Centre (NCSC). The campaign reached a potential audience of 20 million individuals achieving 49 million impressions. As part of the campaign the NCSC paid for targeted advertisements on social media sites, providing a tailored message to males aged 19 – 25, who according to Action Fraud reporting are most likely to fall victim to this crime.

As a direct result there has been a 12% reduction in online shopping and auction fraud reported to Action Fraud during November and December 2022 when compared with the same period for the previous year (2021). This campaign, alongside the other work has clearly provided excellent crime prevention over the Christmas period.

Outcome 5: Building Capacity and Capability.
NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

CYBER UPDATE

National Police Chiefs Council (NPCC)

On the 23rd November 2022 the NPCC crime co-ordination committee considered the single cyber HMICFRS proposal that 'Policing adopt a nationally networked model for delivering the response to cybercrime'. The recommendation is that the model should be nationally led, regionally managed and locally delivered. The committee endorsed the recommendation and it now goes to the next Police Chiefs Council in February 2023.

As a result of the Asset Recovery Incentivisation Scheme (ARIS) the NPCC National Cyber Crime Programme has secured £1.5million for 2023/24 and 2024/25 to fund a NPCC National Crypto Currency Team and monies towards national crypto currency licences, a tender is being prepared and will go to tender in January 2023.

National Coordinator's Office (NCO)

The team has now visited 42 of 43 forces and are now to visit the MPS in February. This is great progress and means that after the visit in February every force in England and Wales will have been subject to a physical visit during which an assessment was conducted in relation to each forces capability and capacity to deal with fraud matters. Strategic oversight, investigation, intelligence development and protect activity were the key areas for assessment. These visits were further enhanced by peer to peer Chief Officer Team engagements for each force where local matters and the national fraud landscape were discussed.

The NCO are now represented at all the Regional Threat Groups and Economic Crime Strategic Governance Groups where both forces and regions are represented.

Economic and Cyber Crime Academy (ECCA)

On Thursday 17th November 2022 the Economic and Cyber Crime Academy presented to law enforcement from across the UK, delivering a training event in collaboration with UK Finance on 'Tokenisation' (A method of dealing with sensitive data used in cyber processes). This is part of the Academy series of short 1-hour events to provide detailed knowledge on economic crime risks and emerging threats to 532 delegates online.

Proactive Economic Crime Teams

Recruitment is on-going and the teams are operating well. A current status update on recruitment is as below;

PECT	TOTAL	DS	DC/PC
ERSOU (Eastern Region)	13	2	11
WMROCU (West Midlands)	6	1	5
NWROCU (North West)	6	1	5
YHROCU (Yorks and Humberside)	10	1	6
SWROCU (South West)	10	2	7
TARIAN (Wales)	13	1	9
NERSOU (North East)	5	1	0
SEROCU (South East)	3	1	2
EMSOU (East Midlands)	0	0	0

Please note that the EMSOU PECT recruitment is underway and has seen local delays. Leicester and Northamptonshire are supplying six officers each and a further financial investigator is being recruited. A delivery manager is now in place to achieve this.

Performance is increasing. November and December saw 52 Arrests or voluntary interviews. The highest number yet across two months. November also brough 20 charges/convictions and 20 asset recovery actions taken. The highest numbers yet. December also saw 10 asset recovery actions taken. the second highest behind the November figure. It is clear these teams are having a large impact in their areas.

Conclusion

2. This update is provided as part of the regular items to the ECCC.

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Committee(s): Economic & Cyber Crime Committee	Dated: 27 January 2023
Subject: Communications & Strategic Engagement: Quarterly Update	**Public**
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1
Does this proposal require extra revenue and/or capital spending?	**N**
If so, how much?	**£-**
What is the source of Funding?	**N/A**
Has this Funding Source been agreed with the Chamberlain's Department?	**N/A**
Joint report of: Commissioner of Police & Town Clerk & Chief Executive Pol 10-23	**For Information**
Report authors: Lucy Cumming ,Economic Crime Directorate, CoLP & Oliver Bolton, Josef Shadwell, Police Authority Team, CoLC, Bruce Hunt, Remembrancer's Office, CoLC	

Summary

This report sets out a summary of key strategic meetings and events that have taken place between November 2022 and January 2023 which support the Policing Plan's operational priority of protecting the UK from the threat of economic and cyber crime. This report also produces a list of planned upcoming events over the next quarter and moving into 2023 for Members' information.

This update report follows the Stakeholder Engagement Plan approved by this committee at its last meeting, which aims to achieve the following:

a. Recognition of the value of City of London Police's role as the national policing lead for economic and cyber crime
b. Improved confidence in the national fraud and cyber reporting service and understanding of the roles of Action Fraud, policing and other organisations in improving outcomes for victims
c. Prevention of economic and cyber crime through legislative and regulatory reforms and security measures undertaken by industry and the public
d. Improved policing capacity and capability to tackle economic and cyber crime.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. Following the launch of the City of London Policing Plan 2022-2025, the Police Authority Board requested a communications and engagement plan to underpin the operational priorities. Alongside this, a commitment was made to the Economic & Cyber Crime Committee for a stakeholder plan for that particular area.

2. Members of the Economic & Cyber Crime Committee approved this communications and engagement plan at its last meeting on 13 May 2022. As a reminder, the strategic outcomes of this engagement plan are to achieve the following:

    e. Recognition of the value of City of London Police's role as the national policing lead for economic and cyber crime
    f. Improved confidence in the national fraud and cyber reporting service and understanding of the roles of Action Fraud, policing and other organisations in improving outcomes for victims
    g. Prevention of economic and cyber crime through legislative and regulatory reforms and security measures undertaken by industry and the public
    h. Improved policing capacity and capability to tackle economic and cyber crime.

Current Position

3. Listed below are the key strategic meetings and events which have helped to contribute towards the strategic outcomes listed above. These events are highlighted in the table below with a short summary of key thematic outcomes.

Engagement, Date	Which strategic outcome (see para 2) did this engagement link to?	Key outcomes
Fraud Briefing to PCC nationally (online). 22 November	A, B, C	Briefing to PCC nationally outlining the fraud threat and response.
Strategic Policing Partnership Board 23 November	A, B. C, D	Joint paper with the NECC presented to strategic policing partners outlining fraud threat and plans under the fraud strategy.
Visit to CoLP by Nicky Aikin MP 24 November	A, B, C	Briefing to MP highlighting work of CoLP
Commissioner visit to New York Elderado Taskforce and DA Office 27 November	A	Visit to NY to secondees and also to stakeholders in New York.
SOCEX Economic Crime Conference, 28 November	A, D	Opened and hosted by NLF and partners. Briefings given to LE audience regarding fraud threats and response and upcoming strategy.
Public Accounts Committee – AC O'Doherty, 1 December	A, B, C	AC O'Doherty joined NCA DG and Director of Economic Crime HO for a PAC Hearing on fraud response.
National ROCU Executive Board 14 December	A,D	Briefing ROCU leads on fraud threats and uplifted response
FCCRAS Executive Partnership Board – first meeting	B	Initial board with selected suppliers.

Strategic Parliamentary Engagement

4. **Online Safety Bill** – After a long break, proceedings resumed on 5 December 2022 following an announcement that controversial measures regulating "legal but harmful" content online were to be dropped. In their stead, a "triple shield" will be introduced to tackle harmful content, where online platforms should remove content that is illegal, should remove content that violates the online platform's terms of service and will be placed under an obligation to offer users the functionality to control their exposure to content such as legal forms of abuse and hatred. The City's main interest in the Bill, provisions relating to online scams and fraudulent advertising, remain unchanged given they are illegal content.

5. **Economic Crime and Transparency Bill** - The Bill has progressed through committee stage in the Commons quickly with MPs keen to see the Bill on the

statute books soon, given concerns illegal activities by Russian entities in light of the country's invasion of Ukraine. It is yet to be seen whether further reforms, including a "failure to prevent" economic crime offence for businesses, will be brought forward. Assistant Commissioner Pete O'Doherty of met with Dame Margaret Hodge (Lab), a member of the Bill Committee, in November to discuss economic crime and expressed the City Police's support for the Bill. The City Police also submitted evidence to the Bill Committee in support of the proposed legislation. The Bill is being reported separately to the Police authority Board, for information.

6. **National Security Bill –** The Bill is currently in Committee. The breadth of Elements of the Bill covering a new Foreign Interference Registration Scheme have prompted some concern among City businesses.

7. **Financial Services and Markets Bill –** the Opposition tabled amendments to the Bill calling for a new fraud strategy. The amendments were never expected to make it into the Bill and were only ever intended as a vehicle for the Opposition to press for more Government action. Ministers were able to rebut the amendments by saying a new Fraud Strategy is due very soon.

8. **Public Accounts Committee -** Assistant Commissioner Pete O'Doherty's oral evidence given to the Public Accounts Committee on 1 December. AC O'Doherty spoke alongside Matthew Rycroft CBE, Permanent Secretary at the Home Office, Graeme Biggar CBE, Director General at National Crime Agency and Duncan Tessier, Director for Economic Crime at the Home Office. The oral evidence session was prompted by the findings of the National Audit Office report "Progress combatting fraud" which highlighted the "increasing and evolving" nature of fraud but expressed disappointment with the Home Office that the "number of frauds resulting in a charge or summons is falling" and questioned the department's understanding of the extent of fraud and the resources committed to tackling the problem.

Corporate & Strategic Implications

9. Strategic implications – The City of London Policing Plan aligns with the City Corporation's Corporate Plan objectives 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 and 12. The development of this strategic stakeholder plans underpinning the objectives of the Policing Plan allows for better strategic and coordinated engagement with key stakeholders by the Force and plugs into the work being undertaken by the City of London Corporation.

10. Financial implications – None.

11. Resource implications – This work has shown that there are resource gaps within the Force to be able to fully manage the stakeholder engagement work. A Strategic Engagement Officer has started within CoLC but vacancies remain on the CoLP side.

12. Legal implications – None.

13. Risk implications – Implementing this strategic stakeholder engagement plan helps to mitigate against the Corporate Force Risk of "Loss of public confidence in professionalism and trust with Force".

14. Equalities implications – This report complies with the Public Sector Equality Duty 2010 and has no negative impact on people protected by existing equality legislation. Arguably, stakeholder work with communities should allow for a positive impact on people protected by the Equality Act.

15. Climate implications – None.

16. Security implications – None.

Conclusion

17. This report sets out the key highlights of the communications, engagement and parliamentary progress to support the Policing Plan operational priority of protecting the UK from the threat of economic and cyber crime. It also sets out a list of upcoming and planned events over the next quarter for Members to note.

Appendices

- None

Background Papers

- Stakeholder Engagement Plan – Economic & Cyber Crime Committee (for decision) – 13 May 2022

Media Coverage

- The Metropolitan Police announced that it had taken down an international scam website in the UK's biggest fraud operation with support from partners including CoLP. The press announcement included a statement from Cmdr Nik Adams, which was published in the Independent, City AM and Police Professional. Cmdr Adams was interviewed on Sky News and Times Radio (from 13 min 55 sec), while Metropolitan Police Commissioner Sir Mark Rowley named CoLP as one of the operation's supporting partners on BBC Radio Four.
- Officers from PIPCU seized counterfeit football shirts worth an estimated loss to the industry of £500,000 in a series of raids across the country. A press announcement, which included a quote from PIPCU's DS Matthew Hussey, received coverage in BBC News, Sky News, ITV, Telegraph, Independent, World IP Review, The Times (print), Mirror (print) and others.
- Advice issued by Action Fraud to help the public shop online safety during the festive period was circulated in the Independent, Daily Mail and LBC.
- Mail Online, Daily Express (print), Wales Online, Yahoo!, MyLondon and others reported that a romance fraudster who conned four women out of £320,000 was sentenced to 12 years imprisonment following an investigation by the DCPCU. A/DCI David Vint was quoted.

- PIPCU raided a factory responsible for mass-producing counterfeit designer goods under what officers believe to be exploitative conditions. A statement from DCI Gary Robinson was published in Manchester Evening News, MyLondon, BBC News and ITV News.
- This week, a man who tried to fraudulently claim £600,000 in life insurance payments was jailed following an investigation by IFED. A press announcement, featuring a quote from DC Ian Cambridge, received coverage from BBC News, ITV News, Mail Online and several trade publications.
- A statement issued by AC Pete O'Doherty around CoLP's work to help the public protect themselves against fraud was printed in the Mirror.
- Cmdr David Lawes was awarded an OBE in the King's New Year Honours for his services to policing. News of the award featured in BBC News, Metro, i News, The Times (print) and Telegraph (print).
- AC Pete O'Doherty issued a statement in response to an article published in the Telegraph, on comments made by a deputy High Court judge alleging that the majority of crimes perpetuated by "professional fraudsters" were not investigated. AC O'Doherty's statement, which said that fraud remains our policing priority and highlighted CoLP's response to fraud, was added to the article.
- A press announcement, issued by CoLP after a former Premier League footballer was jailed for seven-and-a-half years for defrauding family and friends out of £15 million, received widespread coverage including BBC News, Sky News, ITV News, Guardian, Telegraph, Independent, Daily Mail and several regional titles. DC Claire Sandford-Day, from Fraud Operations, was quoted.
- PIPCU's DCI Gary Robinson was quoted in ITV News, Independent, Express, The Sun, Mirror, Daily Star, Daily Mail, Metro, LADbible and several others after CoLP contributed to a partner agency's press announcement on the risks associated with using illegal streaming services.

Lucy Cumming
Head of Economic Crime Strategy and Government Affairs
City of London Police

Oliver Bolton
Police Authority Team,
City of London Corporation

Josef Shadwell
Police Authority Team,
City of London Corporation

Bruce Hunt
Parliamentary Affairs,
Remembrancer's Office,
City of London Corporation.

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