



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

Date: THURSDAY, 11 MAY 2023
Time: 10.00 am
Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members: Deputy James Thomson (Chair)
Tijs Broeke (Deputy Chair)
Alderman Professor Emma Edhem
Dawn Wright
Deputy Graham Packham
James Tumbridge
Deputy Christopher Hayward
Sir Craig Mackey
Andrew Lentin
Michael Landau (External Member)

Enquiries: **Richard Holt**
Richard.Holt@cityoflondon.gov.uk

Accessing the virtual public meeting Members of the public can observe all virtual public meetings of the City of London Corporation by following the below link:

<https://www.youtube.com/@CityofLondonCorporation/streams>

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one civic year. Please note: Online meeting recordings do not 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. Whilst we endeavour to livestream all of our public meetings, this is not always possible due to technical difficulties. In these instances, if possible, a recording will be uploaded following the end of the meeting.

Ian Thomas
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 27th of January 2023.

For Decision
(Pages 5 - 10)

4. **OUTSTANDING REFERENCES**

Joint report of the Commissioner and the Town Clerk.

For Decision
(Pages 11 - 12)

5. **INNOVATION & GROWTH - UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**

Report of the Executive Director Innovation and Growth.

For Information
(Pages 13 - 16)

6. **NATIONAL LEAD FORCE PERFORMANCE REPORT**

Report of the Commissioner.

For Information
(Pages 17 - 36)

7. **NATIONAL LEAD FORCE AND CYBER UPDATE**

Report of the Commissioner.

For Information
(Pages 37 - 42)

8. **Q4 CYBER GRIFFIN PERFORMANCE**

Report of the Commissioner.

For Information
(Pages 43 - 46)

9. **COMMUNICATIONS & STRATEGIC ENGAGEMENT: QUARTERLY UPDATE**

Joint report of the Commissioner and Town Clerk.

To follow.

For Information

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

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN 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 27th of January 2023.

For Decision
(Pages 47 - 48)

14. **ECONOMIC AND CYBER POLICE HQ- PROGRESS UPDATE PAPER**

Report of the Commissioner.

For Information
(Pages 49 - 58)

15. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE - PROGRAMME PROGRESS AND BUDGET SETTING REPORT.**

Report of the Commissioner.

For Decision
(Pages 59 - 66)

16. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE PROGRAMME - INFRASTRUCTURE AND PROJECTS AUTHORITY INDEPENDENT GATEWAY 3 OUTCOME REPORT**

Report of the Commissioner.

For Information
(Pages 67 - 98)

17. **NON-PUBLIC COMMUNICATIONS & STRATEGIC ENGAGEMENT: QUARTERLY UPDATE**

Joint report of the Commissioner and Town Clerk.

To follow.

For Information

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

19. **ANY OTHER BUSINESS THAT THE CHAIRMAN 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, 27 January 2023**

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, 27 January 2023 at 11.00 am

Present

Members:

Deputy James Thomson (Chair)
Dawn Wright
Deputy Graham Packham
Jason Groves
Alderman Bronek Masojada

In attendance virtually:

Tijs Broeke (Deputy Chair)
Michael Landau
Alderman Professor Emma Edhem

Officers:

Richard Holt	- Town Clerk's Department
Richard Riley	- Police Authority 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
Oliver Shaw	- City of London Police
Hayley Williams	- City of London Police
Lucy Cumming	- - City of London Police
Elly Savill	- Department of Innovation and Growth

1. APOLOGIES

Apologies were received from James Tumbridge and Deputy Christopher Hayward. It was noted that the Deputy Chair Tijs Broeke, Alderman Professor Emma Edhem and Michael Landau would be attending virtually.

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

There were no declarations made.

3. MINUTES

The Committee considered 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.

RESOLVED- That the public minutes and non-public summary of the previous meeting of the Economic and Cyber Crime Committee held on the 25th of November 2022 be approved as an accurate record.

4. **OUTSTANDING REFERENCES**

The Board receive a joint report of the Commissioner and Town Clerk on the outstanding references from the previous meeting.

It was suggested that a site visit for Members be arranged to provide a fuller understanding of the work of officers in tackling fraud and cyber crime.

RESOLVED- That the report be noted.

5. **INNOVATION & GROWTH – UPDATE OF CYBER & ECONOMIC CRIME RELATED ACTIVITIES**

The Committee received a report of the Executive Director of Innovation and Growth which provided an update on the Innovation and Growth Cyber and Economic Crime related activities.

Responding to a Member's query it was confirmed that a full evaluation report would assess the performance of the previously completed Cyber Innovation Challenge session to ascertain how future sessions can more impactful. The Chair observed that it was vital to establish, with partners, what the key outcomes were for the Cyber Innovation Challenge 2.0.

Answering a Member's question Officers confirmed that partner organisations would be vital in raising awareness and promotion of Cyber Innovation Challenge. In addition, it was confirmed that colleagues in the Police Authority Team would be engaged to assist with the development of this work.

RESOLVED- That the report be noted.

6. **Q3 NATIONAL LEAD FORCE PERFORMANCE**

The Committee received a report of the Commissioner on the Q3 National Lead Force Performance.

Officers provided a presentation on the assessment of City of London Police against the agreed National Lead Force aims and objectives as set out in the National Lead Force Plan 2020-2023.

The Chair commented that he was happy with the direction of travel on these performance measures but expressed concern that there were further performance outcomes which needed to be better captured and highlighted public perception as a key performance metric which needed to be better assessed. Officers informed the Committee of the progress made on improving public perception of Action Fraud but noted that more work was needed including moving to a more effective proactive communications approach. In response the Chair observed that it was important that the more was done to demonstrate the outcomes of the work on public perception in the performance reports.

In response to a Member's query Officers confirmed that the increase in call handlers was expected to improve response times. It was added that future reports would work to present information in more focused manner to assist the Committee to scrutinise the performance of the Force in regard to its role as the National Lead Force. The Chair requested that these reports include a trend analysis on the key performance outcomes.

RESOLVED- That the report be noted.

7. QUARTERLY CYBER GRIFFIN UPDATE

The Committee received a report of the Commissioner on the Quarterly Cyber Griffin Update.

The Committee discussed the future of Cyber Griffin noting that as it moves to a more nationally focussed campaign support from Government would be vital for its success.

RESOLVED- That the report be noted.

8. NATIONAL LEAD FORCE AND CYBER UPDATE

The Committee received a report of the Commissioner which provided the National Lead Force and Cyber Update.

In response to a Member's enquiry Officers confirmed that an organogram on the structure of the Force's officers working on economic and cyber crime would be provided to Member's at the upcoming briefing session.

RESOLVED- That the report be noted.

9. COMMUNICATIONS & STRATEGIC ENGAGEMENT: QUARTERLY UPDATE

The Committee received a joint report of the Town Clerk and Commissioner on the Communications & Strategic Engagement Quarterly Update.

A Member commented that it would be important to assess any impact on the general media coverage caused by the new fraud and cyber crime reporting and analysis service.

In response to a Member's comment Officers confirmed that appropriate journalists were engaged as a key element of the communications plan. In addition it was also confirmed that the Force engaged directly with relevant businesses including attendance at conferences on relevant subjects relating to economic and cyber crime.

RESOLVED- That the report be noted.

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

There were no questions in the public session.

11. ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT

There were no questions received 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 25th of November 2022.
- The Committee agreed that Dawn Wright took the Chair for the remainder of the meeting.
- RESOLVED-** That the non-public minutes of the previous meeting of the Economic and Cyber Crime Committee held on the 25th of November 2022 be approved as an accurate record.
14. **NON-PUBLIC OUTSTANDING REFERENCES**
The Committee received a joint report of the Town Clerk and Commissioner on the outstanding references from the previous meeting of the Committee.
- RESOLVED-** That the report be noted.
15. **COMMUNICATIONS & STRATEGIC ENGAGEMENT: QUARTERLY UPDATE**
The Committee received a joint report of the Commissioner and Town Clerk which provided the Communications and Strategic Engagement Quarterly Update.
- RESOLVED-** That the report be noted.
16. **CYBER GRIFFIN- NATIONAL ROLL OUT OPTIONS**
The Committee received a report of the Commissioner on the Cyber Griffin National Roll out options.
- RESOLVED-** that the report be noted
17. **NATIONAL LEAD FORCE GROWTH POSTS FY 2023/24**
The Committee received a report of the Commissioner on the National Lead Force Growth Posts FY 2023/2024.
- RESOLVED-** That the report be noted.
18. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions received in the non-public session.
19. **ANY OTHER BUSINESS THAT THE CHAIR CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no urgent business considered in the non-public session.

The meeting ended at 12.25 pm

Chair

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

This page is intentionally left blank

ECONOMIC AND CYBER CRIME COMMITTEE – PUBLIC REFERENCES

<p>1/2023/P</p>	<p>27 January 2023 Item 8- Q3 National Lead Force Performance</p>	<p>It was requested that work on public perception be included in the National Lead Force performance report.</p>	<p>Commissioner of Police</p>	<p>Complete- The format for the way that Action Fraud call handling performance is reported has been changed in the Q4 NLF Performance Update. Average Speed of Answer and Call Abandonment have been stripped out into two separate graphs (albeit presented side-by-side as there is a correlation). It is hoped that this will provide a more transparent way of reporting to assist with public perception on NLF Performance going forward.</p>
-----------------	--	---	-------------------------------	---

This page is intentionally left blank

Committee(s): Economic & Cyber Crime Committee	Dated: 11/05/2023
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: Damian Nussbaum, Executive Director Innovation and Growth	For information
Report author: Elly Savill, Senior Policy and Innovation Adviser	

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 across IG in relation to cyber and economic crime, as well as cross-team working between IG and the City of London Police (CoLP) since the ECCC last convened in January 2023. The report includes examples of collaboration between CoLP and CoLC as well as updates on the current priority areas for the Cyber Innovation Challenge.

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/City of London Police cross-team working

2. We continue to use this report to review those activities which demonstrate the benefits of IG and CoLP collaboration to make the UK the safest place in the world to do business. IG continues to look for ways to promote the activity of CoLP and support their work as part of our wider stakeholder engagement.

Collaboration

3. In March CoLC was pleased to welcome representatives from CoLP and the Police Authority Board to the Lord Mayor’s inaugural Innovation and Technology Dinner at Mansion House. The dinner welcomed 250 leaders from across the

sector, including founders, advisors, media, academia and captains of industry. IG ensured that representatives from the cyber security sector were also represented across these categories.

4. A representative from IG has begun attending the National Cyber Resilience Group Ambassador steering group. This engagement further strengthens engagement between CoLP and CoLC as well as increasing understanding of respective priorities.

Promotion of CoLP activity

5. In March, IG attended the Fintech North Operational Resilience Forum to present on the Cyber Innovation Challenge. This included a short introduction to CoLP as the national lead police force for fraud and cybercrime. Out of this engagement, an introductory call was held between Fintech North, CoLP and the North West Cyber Resilience Centre.

Innovation & Growth activity

Cyber Innovation Challenge 2.0

1. The Cyber Innovation Challenge will provide a unique opportunity for financial services (FS) and tech companies with innovative tech solutions to collaborate over a six week sprint to develop technologies to address a security priority for the FS sector.
2. At the time of the last Committee meeting, the team were in the process of organising roundtables with FS representatives, cyber and tech sectors as well as Challenge partners to discuss options for the use case. Two separate roundtables were held in February with support and input from our Supporting Partners Microsoft, London and Partners and the Department for Business and Trade. The roundtables provided a unique insight into the main security priorities for the FPS sector as well as the most persistent threats facing the industry as witnessed by the tech and cyber security sector.

From this engagement and after regrouping with our partners at Microsoft, it was decided that we move forward with a use case looking at the mechanism by which data is securely shared between the FS industry and law enforcement. More specifically:

How can technology capture live threat intelligence from financial services institutions and securely transfer this to law enforcement to improve oversight of threats facing industry? How can technology also provide a mechanism to share an anonymised update back to the wider FS sector to provide an enhanced insight into the threat level facing industry?

3. Representatives from IG, CoLP and CoLPA continue to meet weekly and as well as finalising the use case, are prioritising three phases of the project outlined below.

4. The first is to identify and confirm 5-6 FS participants. A number of representatives from the initial roundtable have been contacted to discuss participating in the challenge and some positive meetings have taken place. The team are also drawing on existing stakeholder relationships within the FS sector as well as those suggested by Supporting Partners. We aim to have confirmed all participants by the end of May.
5. The second priority phase is to confirm the Challenge timetable which will follow a similar format to last year's, that is, a six week sprint beginning with opening presentations from tech participant's, themed 1:1 weekly meetings between FS participants and tech companies and a round of closing presentations to explore how the tech solutions have developed over the 6 weeks. Workshops will also be held for the tech companies and delivered by Supporting Partners. We are pleased to confirm that since the Committee last convened, we have confirmed UK Finance as an additional Supporting Partner. The team will work with these partners and FS industry to ensure the themes for each week are relevant to the use case and business needs.
6. The final priority phase for the team is to confirm tech participants. A short update on the forthcoming application process was shared by relevant cyber stakeholders and their newsletters with the aim of providing the sector with advance notice of this opportunity. An announcement that the application process is open will be shared on CoLC social media platforms on May 15th with further information including the application form and criteria included on the Challenge webpage. CoLP will amplify this announcement on its platforms.

Conclusion

CoLP and CoLC continue to collaborate to meet our shared objective of ensuring London and the UK is a safe and secure place to do business.

Elly Savill

Senior Policy and Innovation Adviser

Innovation & Growth

T: +44 (0) 7500 785073

E: eleonor.savill@cityoflondon.gov.uk

This page is intentionally left blank

National Lead Force Performance Report

Q4: January – March 2023
Page 17



Agenda Item 6

Performance Assessment

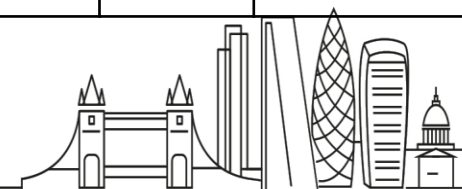
The dashboard provides an assessment of City of London Police (CoLP) performance against the National Lead Force (NLF) aims and objectives as set out in the National Lead Force Plan 2020-2023 (NLF Plan). The NLF Plan was approved by the City of London Police Authority in October 2020. The Plan sets out 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: -

			Q3	Q4
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	OUTSTANDING
Outcome 4	Raise awareness and prevent crime	We raise awareness of the threat and prevent fraud impacting people and businesses.	GOOD	ADEQUATE
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



Executive Summary

Outcome 1 GOOD	Outcome 2 GOOD	Outcome 3 OUTSTANDING	Outcome 4 ADEQUATE	Outcome 5 GOOD
Supporting and safeguarding victims	Disrupt fraudsters	Investigate and prosecute	Raise awareness and prevent crime	Building capabilities
<p>Action Fraud victim satisfaction is below the benchmark on both channels, a slight drop from Q3.</p> <p>NEVCU engagement was up by 11%. Vulnerable victims made up 4% of all cases closed, equal to the previous quarter. Repeat victims stay under 1% of total contacts.</p> <p>100% 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.</p> <p>The project to alert banks to accounts used in fraud recovered from technical issues with volume and value raised.</p>	<p>There were 26 disruptions claimed against NLF OCGs, an increase compared to the quarterly average of 18 from the previous year. Of these, 4 were major disruptions.</p> <p>NLF carried out 15 POCA activities. This is above the 2021/22 quarterly average of 8 and the 2021/22 Q4 total of 5.</p> <p>During Q4, a total of 12,025 disruptions to technological enablers were recorded, far lower than the Q3 total of 54,762. The greatest volume of disruptions were to websites this period, followed by disruptions to bank accounts used in fraudulent activities.</p>	<p>100% of Home Office forces remained in the compliant category for reporting outcomes. The number of judicial outcomes recorded nationally were below the 21/22 quarterly average, as forces are now up to date with historic reporting of outcomes.</p> <p>LFOR continued to coordinate the response by ROCUs and forces to Op Elaborate, targeting suspects throughout the UK, coordinating the collection of results and assisting with meetings. Preparation is also taking place for an operation to target Courier Fraud gangs and to safeguard the victims who are often vulnerable.</p>	<p>The number of social media posts and impressions decreased compared to Q3. For March, there have been several issues preventing data collection and engagement on social platforms. This may also affect April figures.</p> <p>Notable social media campaigns included the Action Fraud nationwide campaign urging people to be wary of ticket fraud. Action Fraud branding has also been added to the national Cyber Aware and Small Organisations campaign due to collaboration. This is now being distributed as Action Fraud, NCSE and HMG.</p>	<p>The number of delegates trained by the Economic and Cybercrime Academy rose by 44% from Q3 to Q4. Satisfaction levels also rose from 86% to 94%. NLF teams work closely with a wide range of law enforcement and government agencies, banks, and industry partners.</p> <p>Establishment of a new Fraud Policing Network continues. By the end of 2022/23 the network has 114 staff in place. The new Proactive Economic Crime Teams (PECT) are already proving to be operationally effective.</p>



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



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.

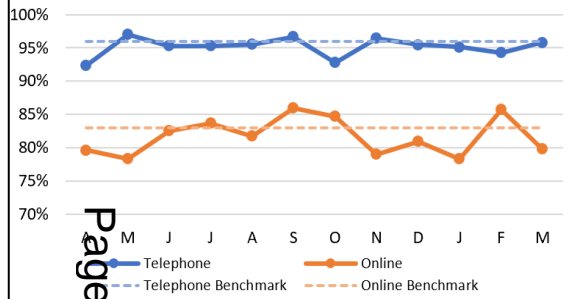
Success Measures:

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

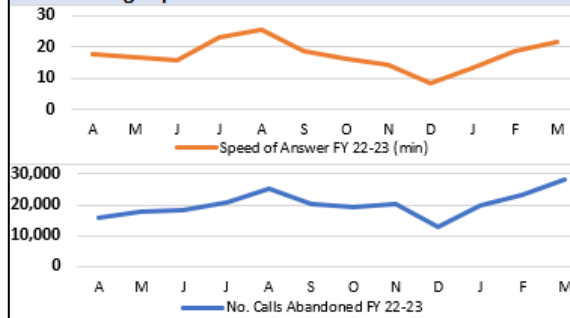
ADEQUATE

ADEQUATE

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 Q4 opted to provide satisfaction feedback to the confirmation fulfilment survey.

The service continuously improves by using satisfaction feedback, including free text responses.

1.A. – The Action Fraud survey indicates that satisfaction with the telephone reporting service in Q4 remained high and just below target at 95.1%, representing a slight improvement on Q3. The driver for dissatisfaction is believed to be victim frustration with increased call waiting times experienced during the quarter, with an average wait time of 17.25 minutes, an increase of 37% on Q3. At 23.71 minutes, the average call handling time in Q4 showed an increase of 3% on Q3.

The primary reason for the increase in call wait and handling times is reduced headcount. This is due to service improvements in the form of abstractions for training and the onboarding of new candidates as they complete training and enter the work flow. We have implemented a ‘chat bot’ style tool offering advisors real time support to ensure that advisors can provide victims with the correct advice and referrals. This will improve the quality of calls and should facilitate the reduction of call wait and handling times.

1.B. – Online satisfaction remained just below target across Q4 with 81% of respondents stating satisfaction with the Action Fraud website’s ease of use. Victim frustration with intermittent accessibility to the reporting tool in February contributed to the low satisfaction rate, however, these technical issues have now been resolved.



The Action Fraud surveys are in response to the victim’s first contact with the NLF when reporting a fraud and are not representative of the end to end victim journey.



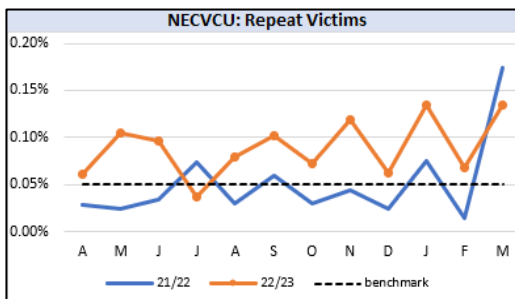
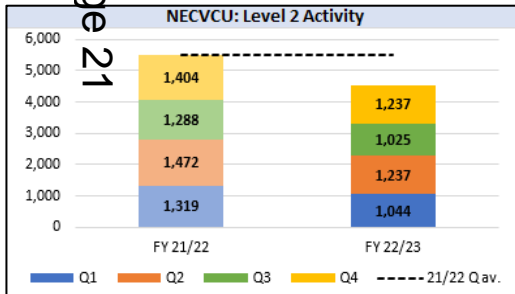
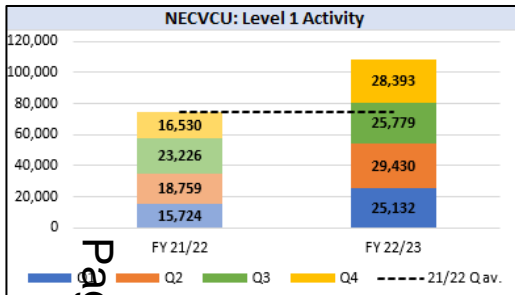
Outcome 1: Supporting and Safeguarding Victims.

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:

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

GOOD
ADEQUATE
OUTSTANDING



1.C. – In Q4 there were 34 victims identified as repeat victims, up from the 2021/22 quarterly average of 9. Despite this rise, the new quarterly average is below the 1% target at 0.11% 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 higher than in Q3 (1,237 up from 1,025). NECVCU level 2 victim care has engaged 4,543 victims throughout 2022/23. This is compared to 5,483 victims during the previous year. The decline in engagement at level 2 for this year is due, in part, to staff vacancies within the existing NECVCU team structure. In 2023/24, the NECVCU will expand its service significantly to offer support to eligible victims throughout most force areas within England and Wales; this expansion is likely lead to a significant increase in the number of engagements

1.E. – When compared against the 2021/22 Q4 total (17,934) and the 2021/22 quarterly average (19,931), victim engagement was up by 65% and 49% respectively, with 29,630 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.

The National Economic Crime Victim Care Unit (NECVU) 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.



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 Q4 the search found 1,953 reports that came from vulnerable victims. 100% of these were sent to forces for victim support within 7 days of the report being downloaded to the system, and 64% within the stretch target of 72 hours.

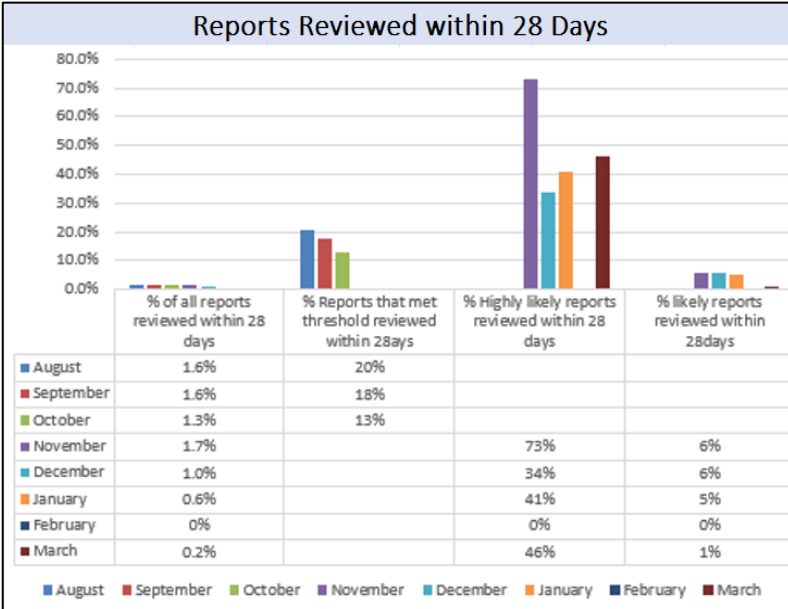


1.H. – 100% of fulfilment letters were dispatched to victims within 48 hours of the request being received.

1.I. – The NFIB has multiple 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 Q4 22/23, the success rate of Send in Blue was 99.84%.

1.G. – NFIB cannot provide figures due to a system issue resulting in duplicate and triplicate reports. Work is currently in progress with suppliers to resolve the issue. NFIB has also had significant staffing issues, however are now recruited up to full strength. As these new staff arrive, current staff are being used to train them, resulting in a continued drop in performance in the short term.



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.

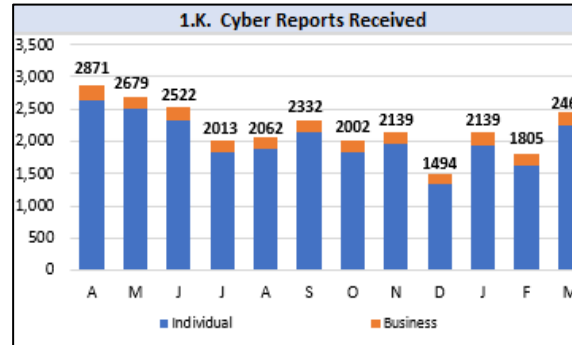
Success Measures:

J.	To review all unclassified cyber related Action Fraud reports to determine their viability for dissemination, within 7 days.	GOOD
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.	GOOD
N.	All businesses reporting cyber enabled crime to receive Protect advice within 72 hours of reporting.	GOOD

1.J. – NFIB Cyber review all cyber related Action Fraud reports within 7 days as a standard process. Changes to this process in 2022 have reduced this timeframe to 72 hours. This stretch target could not be met in March due to significant technical issues, resulting in significant delays to reviewing and disseminating reports. This objective is also currently impacted by resourcing shortages in the Cyber Review Team.

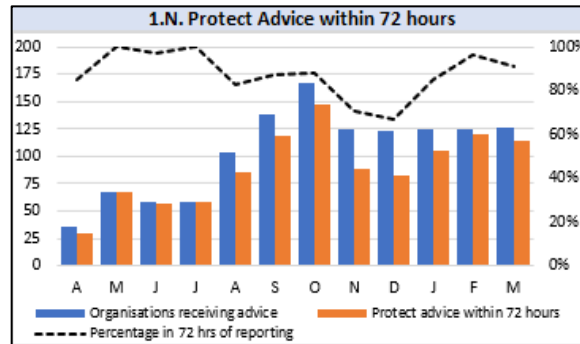
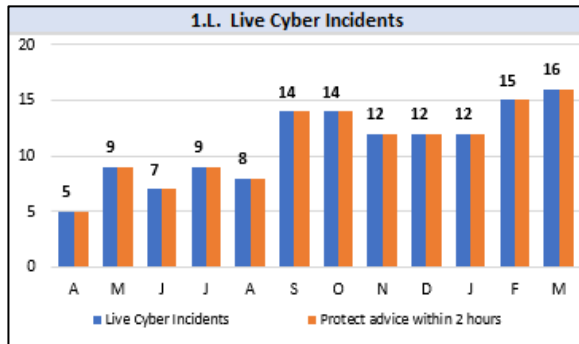
1.K. – In Q4, 6,406 reports were classified with a Cybercrime code. Of these, 100% were disseminated for Protect or Pursue activity.

1.L. – 43 live cyber incidents were recorded in Q4, and each one was reviewed and a response sent within 2 hours.



1.M. – The Cyber Review Team review reports for vulnerability factors daily, resulting in all reports with vulnerable victims being disseminated to forces the same day for safeguarding action.

1.N. – NFIB Business Protect provided protect advice to 408 organisations during Q4. 96% (427) of organisations received the advice, 90% (367) of whom received it within 72 hours of reporting to Action Fraud.



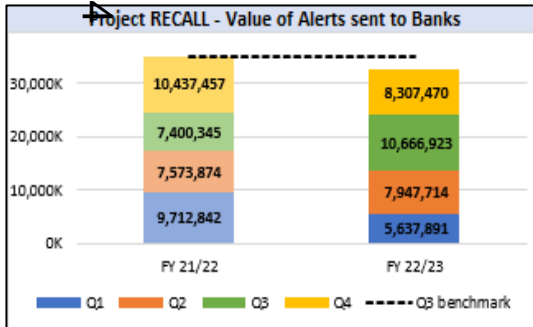
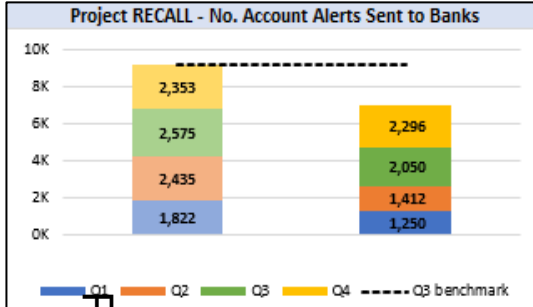
Outcome 1: Supporting and Safeguarding Victims.

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.

GOOD



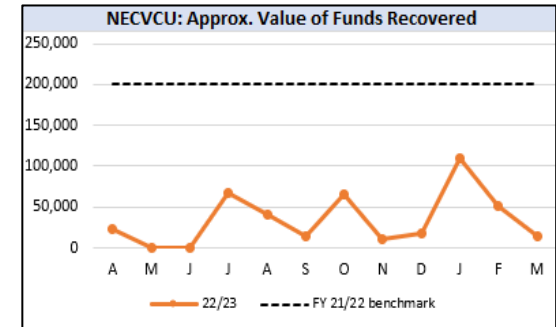
Project RECALL is an initiative to alert banks to accounts used in fraud. RECALL continues to be functioning correctly with all previous technical issues resolved, resulting in a continued quarter on quarter increase in both alerts being sent out and the value of alerts being sent. Overall alerts continue to be lower than the same period for the previous year, however, the value of the alerts is higher. This is likely due to fraud reporting returning to closer to pre pandemic levels, with lower overall reporting but higher losses per report. With RECALL working correctly, volumes of alerts should continue to mirror trends in overall fraud reporting.

The quarter reported 2,296 account alerts sent to banks, up 12% from Q3 (246), and 31% below the benchmark. These had a value of £8,307,470. The system for banks to confirm the value of repatriated funds is not automated, however, the banks are proactively asked for feedback. In Q4 £605.25 was confirmed by 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 has supported victims to recover over £2.6 million.

They have also provided additional support to 181 service re-users since August 2018, preventing a possible £2,882,616 being lost to economic crime.



Page 24

Outcome 2: Disrupt Fraudsters.

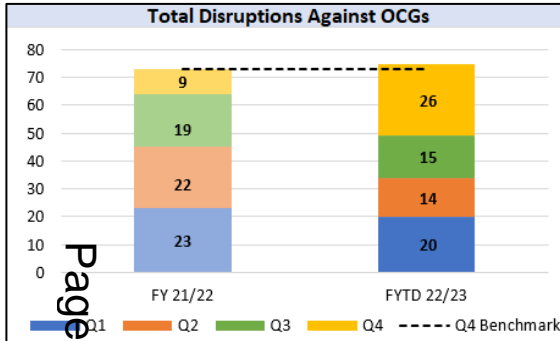
NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

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

GOOD

GOOD



There are currently 78 mapped Organised Crime Groups (OCGs) under investigation by National Lead Force teams. Thirteen new OCGs were mapped in the quarter, and three are waiting to be archived.

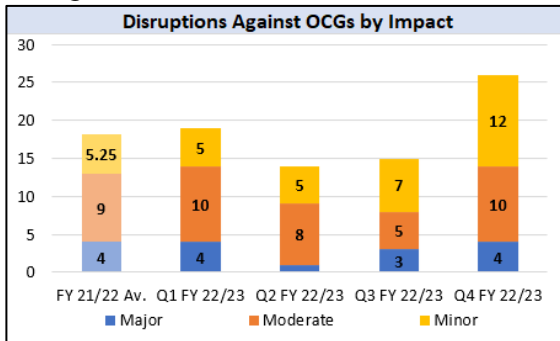
There were 26 disruptions claimed against NLF OCGs in Q4, which is a large increase compared to the 15 in Q3, and the quarterly average of 18 from the previous year. Of these, 4 were Major disruptions, 10 Moderate and 12 Minor.

Activity against OCGs is not consistent and depends on a number of factors, including resources, capacity, and criminal activity. It is worth noting that approximately 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. There have been many adjourned NLF cases this year, mostly due to COVID backlogs and barrister strikes.

A Major disruption represents the OCG being fully dismantled or impacted at a key player level. There have been 4 major disruptions for Q4.

There have been 10 Moderate and 12 Minor disruptions relating to warrants, arrests of nominals and seizure of money. The investigations spanned all of the NLF teams.

One of the Major disruptions related to the sentencing of a relentless fraudster, who used numerous pseudonyms and had previously been convicted for fraud and received a lifetime ban from being director of a company. The investment fraud investigation centred on high-risk, high-reward Binary options trades, and 172 victims lost a total of £2.7m. The main defendant received 9 years imprisonment and his wife received 2 years imprisonment suspended for 2 years.



Outcome 2: Disrupt Fraudsters.

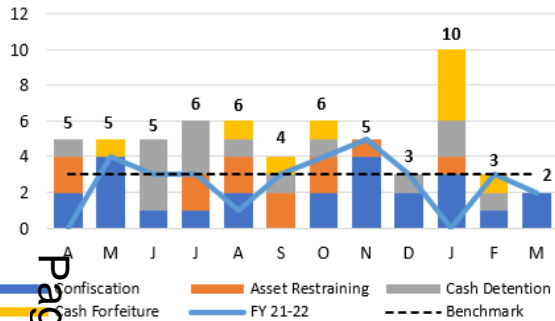
NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

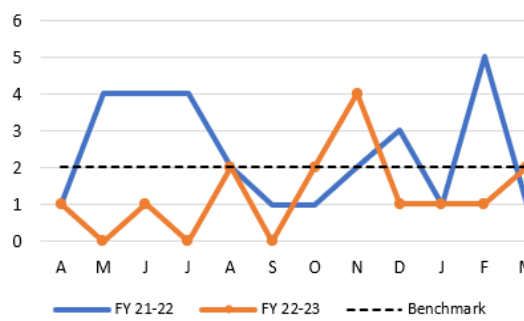
C. To increase the use of POCA powers to freeze, restrain and protect proceeds of crime.

GOOD

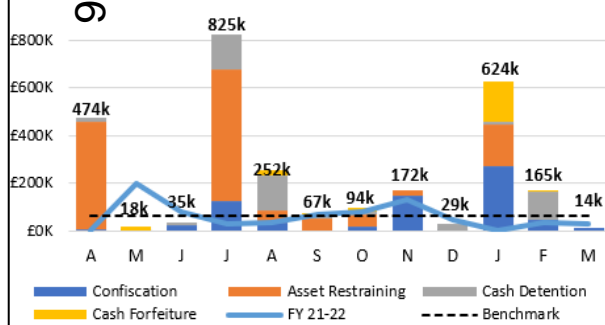
Use of POCA Powers



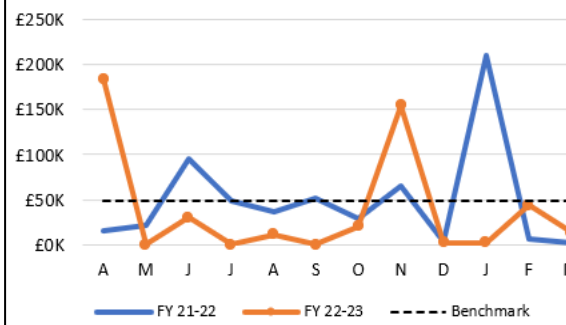
Number of Victims Awarded Compensation



Value of POCA Activities



Value of Victim Compensation Awarded



In Q4, Operational Fraud teams and Funded Units carried out 15 POCA activities. This is above the 2021/22 quarterly average of 8 and the 2021/22 Q4 total of 5. Most of the activity focused on confiscations (6) and cash forfeiture (5). The greatest value came in January, with three confiscations carried out by DCPCU totalling £247,467. Although below the 2021/22 benchmark, teams worked to ensure that the Courts awarded 7 victims £59,366 compensation.

In a PIPCU case, two people who were sentenced for importing and distributing counterfeit shoes in 2021 were issued confiscation orders with a combined total of £269,099 in January. The defendants were sentenced to two years and eight months respectively, and failure to fulfil the confiscation orders will result in a further two-and-a-half years imprisonment for the first defendant, and a further 15 months imprisonment for the second.



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

GOOD

During Q4, a total of 12,025 disruptions to technological enablers were recorded, far lower than the Q3 total of 54,762, however Q3 was a particularly high quarter due to multiple successful DCPCU operations.

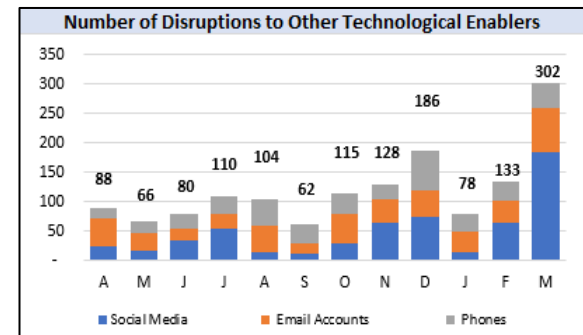
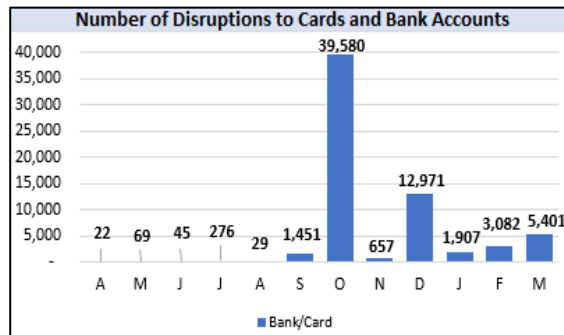
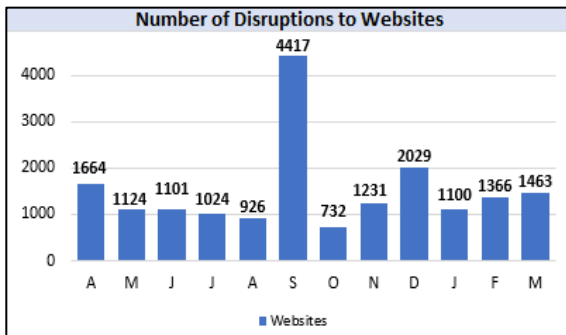
Disruption activity across departments continues to focus on websites. PIPCU's long running operation to suspend websites selling counterfeit items means fewer UK domain sites are being registered. Research has shown a 58% decrease in UK advertising on the Infringing Website List. These latest figures demonstrate the continued success of the operation working to remove sources of revenue from copyright infringing websites.

In the last quarter the NFIB's Prevention and Disruption team presented to 30 members of the newly formed Proactive Economic Crime Teams (PECT) which are regionally based. They were informed of the services offered and how the team's work can support their operations. The Knowledge Hub has also been used to inform officers across the UK of P&D's work and how to access services. Several volume website disruptions were completed from single Action Fraud reports including 45 investment websites and 95 Crypto based websites, all of which were created to target the public. A noteworthy case was work on the deactivation of a Facebook Account which had been taken over in the victim's name to advertise fraudulent investments, thereby targeting their family and friends. The account holder was a vulnerable juvenile with Down's Syndrome and their family had been unable to secure help from Facebook, which was causing the child considerable anguish. The P&D team supported them and had the account closed preventing further harm.

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 March 2023, the number of reports received stands at more than 19,150,000, with the removal of more than 120,000 scams across 220,000 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 Q4 there were over 26,000 suspicious emails reported per day to NCSC and CoLP, in addition to around 584 cyber-enabled crimes reported by victims to Action Fraud.



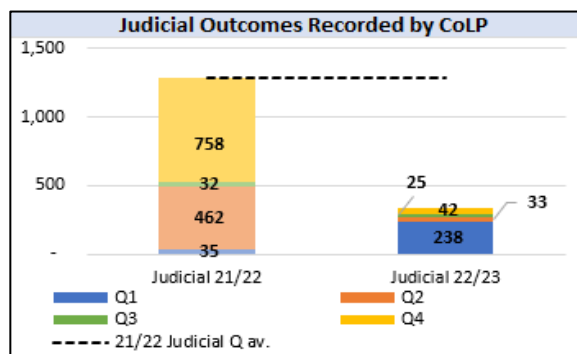
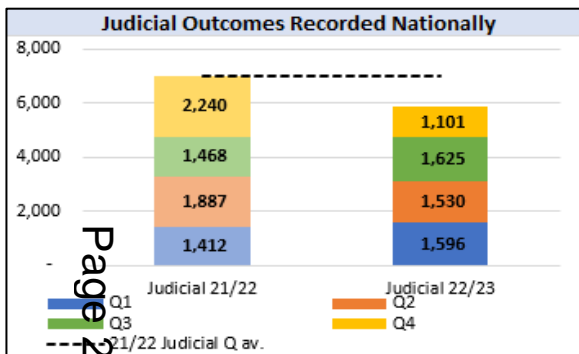
Outcome 3: Investigate and Prosecute.

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

GOOD
ADEQUATE
OUTSTANDING



Nationally, positive judicial outcomes have dropped from 7,019 in 2021/22 to 5,852 in 2022/23. Likewise, CoLP has recorded a total of 338 Judicial outcomes (all outcomes) for 2022/23, which is below the comparative period for 2021/22 where 1,287 were recorded.

Reason for lower outcomes recorded locally and nationally, include that over the last few years as a consequence of NCO engagement, forces have been catching up with the reporting of legacy outcomes. The number of historic outcomes dropped in 2022/23 and forces are now reporting in a timely manner.

The number of large boiler room jobs disseminated by NFIB has also dropped in the last few years. Judicial outcomes had been impacted greatly from large one off jobs of 400+ victims. Finally, forces have been encouraged to keep investigations within a two year time frame, which restricts large jobs.

The total outcomes reported in a 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 many outcomes, potentially bringing closure to multiple 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 (10-12 Returns)	45
Partially Compliant (7-9 Returns)	0
Non Compliant (0-6 Returns)	0

Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. In Q4, all forces provided their return each month. The National Coordinators continue to engage with forces to ensure compliance is maintained.



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.

OUTSTANDING

National and International Coordination and Assistance

LFOR assisted other Forces and Regions with **13 requests for assistance** during Q4 2022-23. The requests were for arrests, warrants to be executed, supporting premises searches, and the gathering of evidence. 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.

During Q4 there were a number of arrests for **Courier Fraud** in the London area that LFOR assisted with. These cases led to 11 arrests and 4 separate OCGs being dismantled. This activity resulted in a decrease in reported courier fraud crime from 38 cases per week before the activity down to 8 per week after.

LFOR received and developed 9 cases that were subject of **Case Acceptance Plans** for consideration by NLF Operations. This compares to 8 cases the previous quarter.

There have also been 63 **International requests for assistance** from Foreign Law Enforcement Agencies. These are managed within LFOR, and during this quarter the highest number of requests were from Poland. The overall number of International requests was 64 for the previous quarter. The average time for completion for Q4 was 49 days which is well within the 90 day target. This is higher than Q3 (29.5 days) likely due to the reduction in staff in LFOR.

National Operational Activity

Op Elaborate is ongoing, with LFOR continuing to coordinate the response by ROCUs and forces targeting suspects throughout the UK. LFOR is coordinating the collection of results and assisting the Metropolitan Police with arranging meetings between involved forces, the CPS and UK Finance.

Preparation is now taking place for **Operation Duper**. LFOR will be working with the forces and PECTs to target Courier Fraud gangs and to safeguard the victims who are often vulnerable. This period of pursue intensification is planned for the week commencing 15th May to be followed by a media protect campaign week commencing 29th May.

LFOR coordinate the activity of the regional **Proactive Economic Crime Teams (PECT)** and monitor their performance against agreed KPIs. During Q4 the PECTs carried out 60 arrests, 26 voluntary interview and 208 alternat outcomes. They also submitted 130 intelligence reports and seized assets valued at £192,320. The figures for the PECTs were especially strong this quarter as all PECTs were involved in Op Henhouse 2 during February.



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.
- B. To increase the reach of Social Media posts (impressions).

ADEQUATE

ADEQUATE

Across the various teams engaging on social media, the number of confirmed posts (1,727) and related impressions (16.5 million) dropped significantly. This is due to the NFIB Protect Team being unable to provide social media reach and impression data for March, as both of the hashtag tracking services used to measure performance were down. This has been raised with the companies, who are working to resolve the issues.

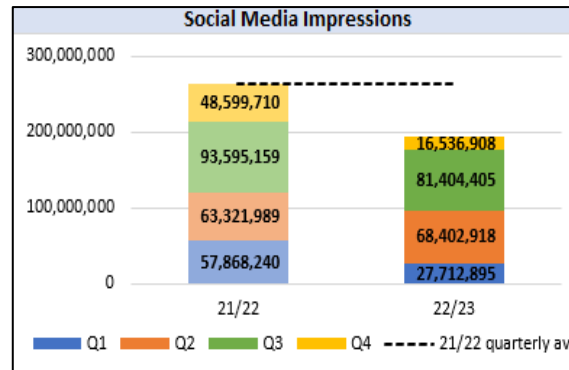
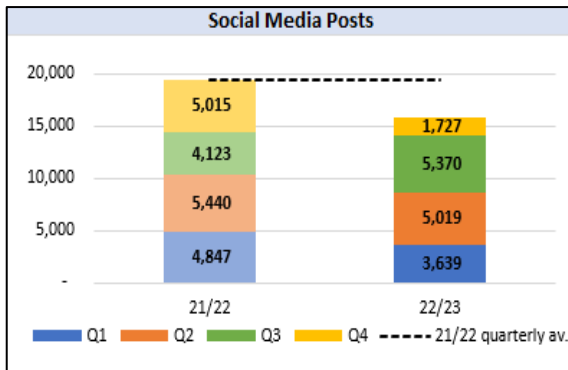
During the quarter, the Media Team oversaw 9 press releases and 9 interviews. Compared to the previous quarter, this represents a decrease for press releases, however a significant increase for interviews. There were several newspaper and television interviews, such as AC O'Doherty's interview for Panorama and Commander Adams carrying out briefings with journalists from Which? and the Telegraph. Other interviews were provided for BBC One's Caught Red Handed, The Times, The Insurance Post, and two different programmes on romance fraud. Good news stories resulting in positive coverage included press releases about the jailing of a former footballer for an investment fraud scam and IFED securing its first Serious Crime Prevention Order.

Notable Social Media Campaigns

PIPCU issued a press release regarding an operation that involved the removal of website domains that illegally streamed copyrighted content by YouTube influencers. The unit's 'wrap up' press release on the operation which has removed 4,423 illegal website domains since 2013 was issued and received coverage in trade press and 50k social media impressions.

IFED issued press releases on social media regarding a male who was jailed for fraudulent life insurance claims, and after officers seized £50k cash during a warrant executed in relation to a suspected ghost broker.

The **NLF Operational Teams** issued a press release regarding Hajj fraud to specific and wider media. A statement was also proactively added to the CoLP website regarding the inclusion of fraud in the Strategic Policing Requirement.



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

LFOR: Operation Henhouse 2

During this Q4 period LFOR have been engaged in preparing for and delivering **Operation Henhouse 2**, a national intensification focusing on fraud. LFOR managed the coordination nationally which resulted in 43 forces and 9 ROCU's taking part.

Operation Henhouse 2 led to 290 arrests, compared with 170 during Henhouse 1. There were also 174 voluntary interviews, 370 cease and desists, 113 seizures and 138 other disruptions carried out. The operation also resulted in a total of £6,360,470 in cash, cryptocurrency, vehicles, watches, tobacco and electrical goods being seized.

Other disruptions achieved included website takedowns, vehicle stops, Section 59 warnings and enforcement tickets.

LFOR: CRIMESTOPPERS

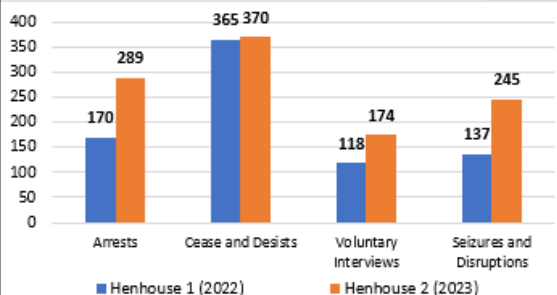
LFOR continues to work with CRIMESTOPPERS, with the focus now on the National Romance Fraud campaign. This intensification delivers PROTECT messaging to established networks. Over a 2 month period (Dec 2022 – Jan 2023) the messaging was viewed 5,760 times by 5,359 unique viewers. 156 of these clicked on the form and 71 went on to submit a form to CRIMESTOPPERS.

NFIB Protect and Action Fraud

A notable social media campaign by NFIB Protect and Action Fraud was a nationwide campaign urging people to be wary of ticket fraud, which often spikes when tickets to popular summer gigs and sporting events go on sale.

This has been widely shared across CoLP social media platforms and directs concerned members of the public to the Action Fraud website, where they can find additional information, guidance and the reporting tool.

Comparative Figures Op Henhouse 1 & 2



Romance Fraud - Month 1 - December

Channel and Impressions		Digital Results	
Facebook	722,645	Page views	3,225
Instagram	655,894	Unique users	3,036
Total	1,378,539	Clicked to form	105
		Submitted a form	50
Romance Fraud - Month 2 - January			
Channel and Impressions		Digital Results	
Facebook	697,888	Page views	2,535
Instagram	726,407	Unique users	2,317
Total	1,424,295	Clicked to form	51
		Submitted a form	21



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:

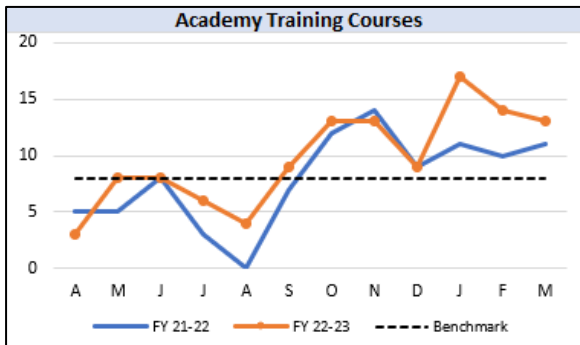
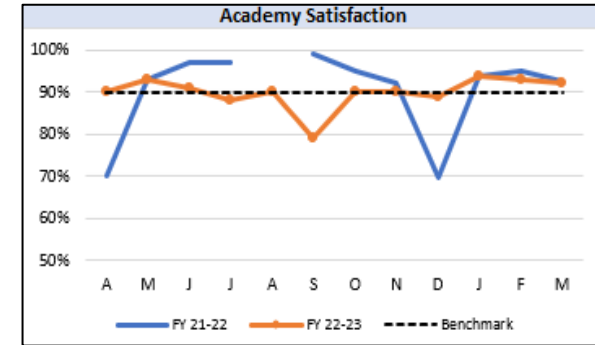
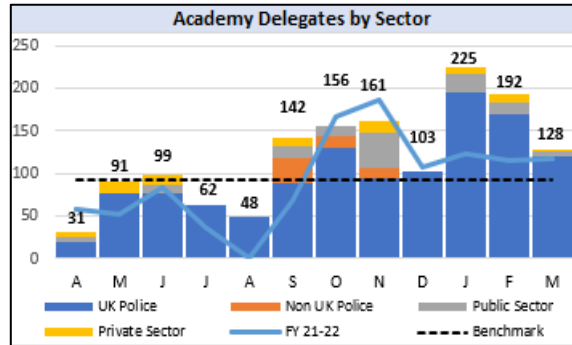
- A. To increase delegate training levels in the Economic and Cybercrime Academy.
- B. To maintain delegate satisfaction levels at 90% or above.

OUTSTANDING
GOOD

The ECCA delivered 44 training courses in Q4, an increase of 25% from Q3 (35) and a 38% increase compared to the previous year. Many of these were funded by the Home Office AGADE funding.

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, 545, represents an increase of 30% from Q3 (420).

89% of delegates were from UK policing, with 8% from other public sector organisations and the remainder split between overseas policing and the private sector.



The Academy has delivered multiple courses, including a number written and developed specifically for Police Scotland. These courses, including Specialist Fraud Investigators, Accredited Counter Fraud Managers and Money Laundering, received good feedback and further training is anticipated to be booked next financial year.

In collaboration with CIFAS, the first of four Protect courses were delivered to police officers across the country. There are also discussions with law enforcement in Mauritius regarding the possibility of the Academy conducting cyber training there.

Satisfaction averages rose from Q3's 86% to a more consistent 94%. Online courses via Teams have proved beneficial to delegates that can not travel to London and more virtual courses are being scheduled for the next financial year.

Only 50% of feedback forms were returned during the quarter, compared to 85% for the previous quarter. 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.

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 Q4 the IDT have supported an operation which gained national attention for Cyber offences and are working on the courier fraud intensification which will take place in May. A large scale Romance Fraud operation is also in development, working alongside the FBI, and which is likely to be housed in NLF.

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.

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.

Page 33

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



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):

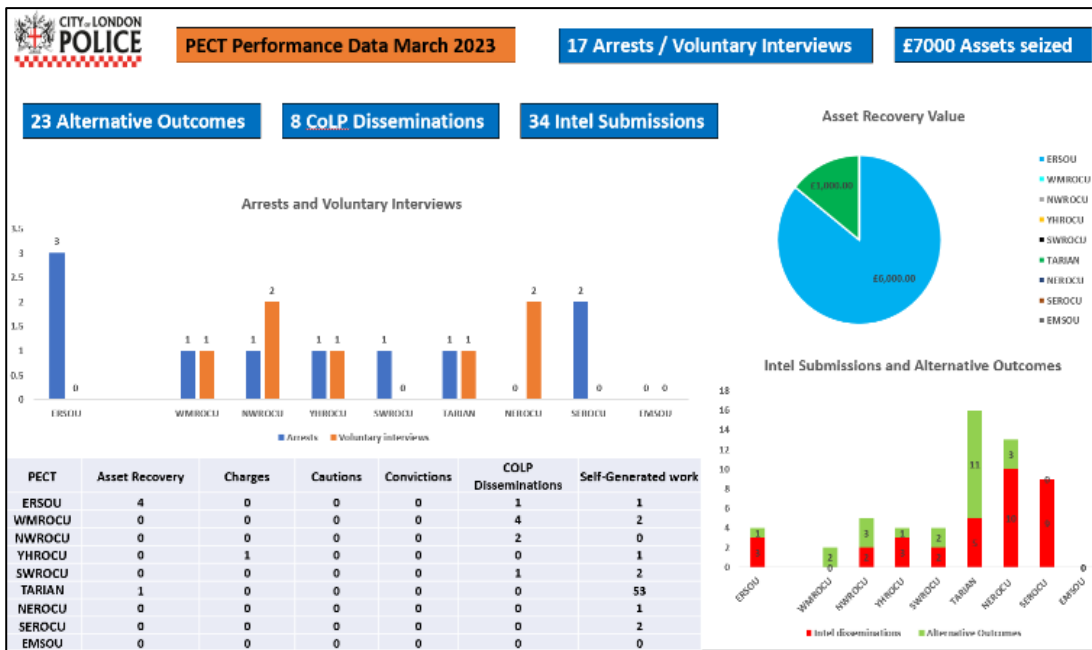
- There are 9 Regional Proactive Economic Crime Teams (PECTs) in place and an agreement has been reached for enlargement of the London response (MPS and CoLP), which is being implemented.
- By the end of March 2023, 114 posts were in place across the network, representing 97% of the target (118 posts) achieved. This is across both the Police Uplift Programme and HMG Spending Review investment funding.
- Assessment of PECT operational performance is regularly monitored and a dashboard for regional accountability has been devised.
- The growth in investigative capacity in CoLP NLF Fraud Operations has resulted in 8 new Police Staff Investigators and a PSI Supervisor in place by March 2023
- Structured feedback meetings have been completed with all regions to inform the development of LFOR and Regions coordination. The findings are to be discussed at the Economic Crime Programme Board in late April.

Notable operational examples include:

• **NEROCU** An Employee stole over £200,000 from their employer by falsifying invoices and changing receiving bank details. There was also un-authorized use of a company credit card for £11,000, and theft of 30 vehicles hired in the company's name resulting in further £200,000 loss. OIC reviewing banking material from production orders prior to completing file of evidence for CPS charging authority.

• **NWROCU** Intelligence collation highlighted that there was an address in Lancashire which was being used to open a number of bank accounts, which were subsequently used to launder the proceeds of fraud. Over 150 bank accounts were opened, usually in the names of Romanian nationals. These accounts have then been used to launder over £263k from fraudulent activity. PECT executed a warrant and arrested the suspect.

• **SEROUCU** Self generated task looking at Romanian OCG receiving and using card skimming devices. Early intel development and liaison with other partners (Cumbria, BTP, and Immigration & TVP) are ready for an investigation.



A local service with a national role, trusted by our communities to deliver policing with professionalism, integrity and compassion

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



This page is intentionally left blank

Committee: Economic and Cyber Crime Committee	Dated: 11 th May 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
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	NA
What is the source of Funding?	NA
Has this Funding Source been agreed with the Chamberlain's Department?	NA
Report of: Commissioner of Police Pol 60-23	For Information
Report author: Kevin Ives, Staff Officer to AC O'Doherty	

SUMMARY

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

- Continuing National Economic Crime Victim Care Unit (NECVCU) success.
- Good results in fraud and Intellectual Property (IP) cases.
- Strong campaigns across fraud and cyber.
- Economic Crime Academy maintaining strong performance.

Recommendation(s)

It is recommended that members note the contents of this report.

MAIN 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.

NECVCU

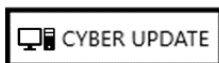
- The Unit goes live with expansion of service. From 37 forces using the level 1 service there will now be 41 and at level 2 there will be six forces to 34. These include Surrey and Sussex Police that have recognised the successes of the system. The unit will also now have a footprint in every Regional Organised Crime Unit (ROCU) in England and Wales. Since 2018 the unit has now supported a total of **310, 360** vulnerable and non-vulnerable victims. This financial year it has supported **113, 356** victims (108, 774 non-vulnerable and 4, 582 vulnerable).

National Fraud Intelligence Bureau (NFIB)

- Late in 2022 (referenced at the last ECCC) there was a new vulnerable victim process implemented. This has proved very successful and after being tested by the NFIB Triage Team and it is now fully implemented by the remaining NFIB desks which include cyber and Fraud Review Team (FRT). It has proven very successful without any issues at all and as a result is now broadened to include vulnerable victims who may be included in domestic violence, stalking/harassment, modern slavery and human trafficking.

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 Alarm¹

- A training session on the Cyber Alarm system for 60 officers and staff took place in February.

NFIB and local policing

- Intelligence was received regarding a potential ransomware attack and Cyber Griffin was deployed to the intended target company. The target hardening carried out prevented the ransomware attack and saved the victim company from huge losses. While specific details cannot be shared, this is a great example of cross agency collaboration all the way down to deploying crime prevention teams into potential cyber victims.

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

Op Beech Baron

- This case involved a suspect who obtained a COVID bounce back loan in order to pay off a court confiscation order. They had been prosecuted by the Serious Fraud Office(SFO) in 2006 for a £34 million fraud and issued with a confiscation order for £40 million, and later breached this 3 times. The SFO found further offending and called in CoLP to assist. Charges have now been secured in respect of fraud and money laundering. A real example of Fraud Operations successfully targeting the “big players”.

National lead Force teams

Op Adonis

¹ [Police CyberAlarm](#)

- Investment fraud investigation for fraudulent high-risk high-reward Binary options trades. 172 victims lost a combined £2.2M. The trial lasted 5 weeks and the jury took 2 hours to find both suspects guilty of fraud and money laundering. Sentencing took place on the 3rd February 2023.
- One suspect received almost 9 years imprisonment and a 15 year company directorship ban. A second suspect received 2 years, suspended for 2 years and a 5 year directorship ban.

Op Denab

- Sentencing – The defendant is former professional footballer. There is significant press interest. He was convicted of a £15million investment fraud. He claimed to be operating an investment scheme for friends and family, which was a Ponzi scheme. The defendant received a 7.5 year custodial sentence.

Police Intellectual Property Crime Unit (PIPCU)

Operation Wade

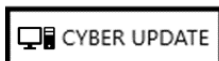
- This involved a multi-national investigation across Europe and America. The Organised Crime Group (OCG) was returning counterfeit goods to genuine companies, claiming they were faulty. The fake items were so good on their exterior appearance that the companies would replace them with genuine working items. This criminal activity was worth 1.1million and at the time of Police intervention the method was growing across several OCGs.

NFIB

- Recent good work from the NFIB Triage Team has seen a production increase of over double regarding reports being reviewed and disseminated by the team. In February, the Triage team reviewed 622 reports and disseminated 562, whereas March saw the team review 1,582 reports, with 1,361 being disseminated.

Outcome 4: Raise Awareness and Prevent Crime.

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



NFIB

- City of London Police and the NFIB have worked with the National Crime Agency (NCA) and National Cyber Security Centre (NCSC) to release a communications toolkit which will support organisations when giving out protect messaging to citizens. This has been endorsed by the Security Minister and released in February and will ensure consistent and coherent messaging across UK government and public and private sector outputs.
- The CoLP is running a campaign targeting small businesses to enhance their cyber security using two tools a 'cyber action plan' and a vulnerability scan named 'Check your cyber Security'. These are now being branded as

Government, NFIB and Action Fraud supported, which is not only raising awareness and preventing crime but also raising the profile of the City of London brands. The campaign has utilised £1.1million of funding from central government, meaning the campaigns will have longevity and be sustainable.

Cyber protect

- On 7 February 2023, City of London Police's Cyber Protect team took part in 'Safer Internet Day' to produce social media assets which promote the importance of using two-step verification (2SV). The campaign achieved over 13.4 million impressions and reached approximately 8.4m people on social media. It was supported by partners across government and policing. Notable contributors included GOV.UK, GCHQ, NCSC, as well as 20 other police forces.

Action fraud

- Action Fraud launched its ticket fraud campaign which has so far been featured in Yahoo, MSN, Northern Echo and numerous regional titles.

Insurance Fraud Enforcement Department (IFED)

- The team's work publicising a new scam "clip for cash", which involves fraudsters faking damage to car wing mirrors then demanding cash at the scene, featured in The Sun, Sky News, Yahoo, The Star and across numerous regional titles. This gives crucial advice to potential victims across a wide audience.

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.



NPCC Cyber

- The 'Team Cyber UK' (TCUK) conference events took place. This involved two events, ending in March in Birmingham with 460 delegates across Cyber industry. As part of this event a meeting took place with the National Cyber Security Centre (NCSC) concerning Cyber Resilience Centres (CRCs), assurance standards and Cyber Path services

National Coordinator's Office (NCO)

- The ATOS² Power BI project has started – This is software which is to be used to enhance the NCOs existing Excel platform to hold forces to account for Home Office recorded crime outcomes from the packages sent out by the NFIB, and also to then enable each force to better manage their performance within their local performance meetings.

² ATOS is a European multinational information technology (IT) service and consulting company

- Whilst the National force visits had previously been completed, the work has continued with a secondary visit to Bedfordshire Police, at their request, in March 2023 to assist them in maintaining momentum in the progress they are making. The Metropolitan Police Service were also visited in February 2023.

Economic and Cyber Crime Academy – ECCA

- The academy has now taken course bookings from Ghanaian officers after the engagement visit carried out by Commander Adams. The courses are cyber related and there will be more courses booked with Ghanaian officers flying to the UK. The indication from Ghana is that they intend for this to be the start of a meaningful working relationship.
- As part of the Academy ongoing support to Protect the UK from the Threat of harm from Economic and Cyber Crime, the ECCA held a meeting with the National Coordinators Office to design a bespoke 'protect course' for all protect regional officers. The aim of the course is to provide current and emerging threats, harm & risks that can be cascade onwards to front line colleagues. The next stage is to hold a workshop with regional partners, the ECVCU and Action Fraud to have one consistent message and to understand the gaps. This work will increase capacity nationwide to deal with fraud cases appropriately and increase capacity.

Contact:

Kevin Ives

Detective Inspector

Staff Officer to AC O'Doherty

This page is intentionally left blank

Agenda Item 8

Committee(s): Economic and Cyber Crime Committee	Dated: 11 th May 2023
Subject: Q4 Cyber Griffin Performance 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 61-23	For Information
Report author: T/ Insp Charlie Morrison Cyber Griffin, and Helen Thurtle, Cyber Protect	

SUMMARY

Cyber Griffin achieved a record performance in Q4 compared to the same period in previous years. As a result, the programme ended the financial year having exceeded its local and national targets.

RECOMMENDATIONS

It is recommended that Members note the report.

MAIN REPORT

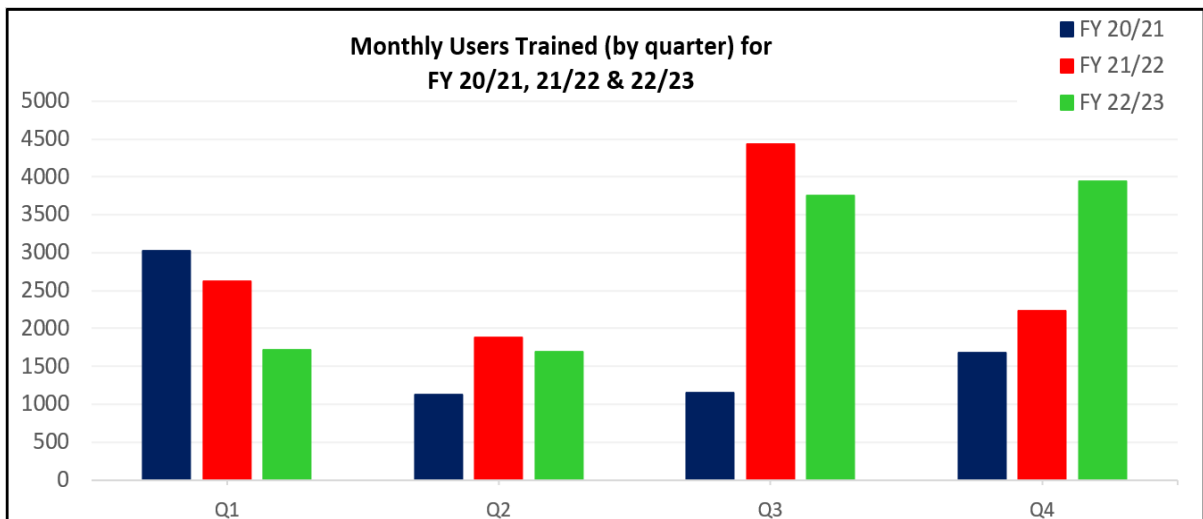
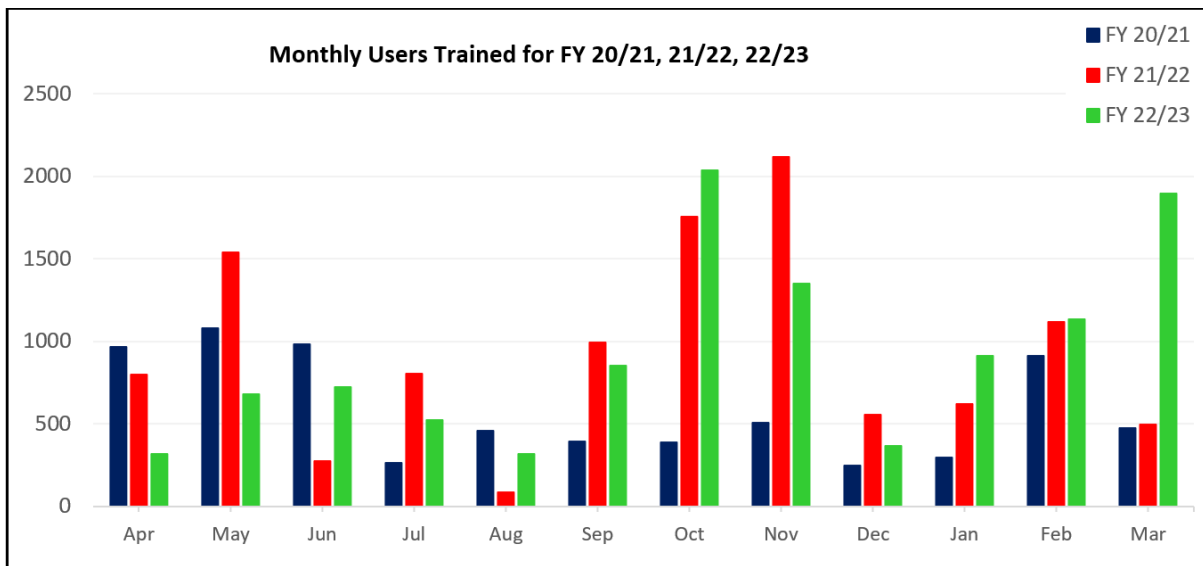
Background

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

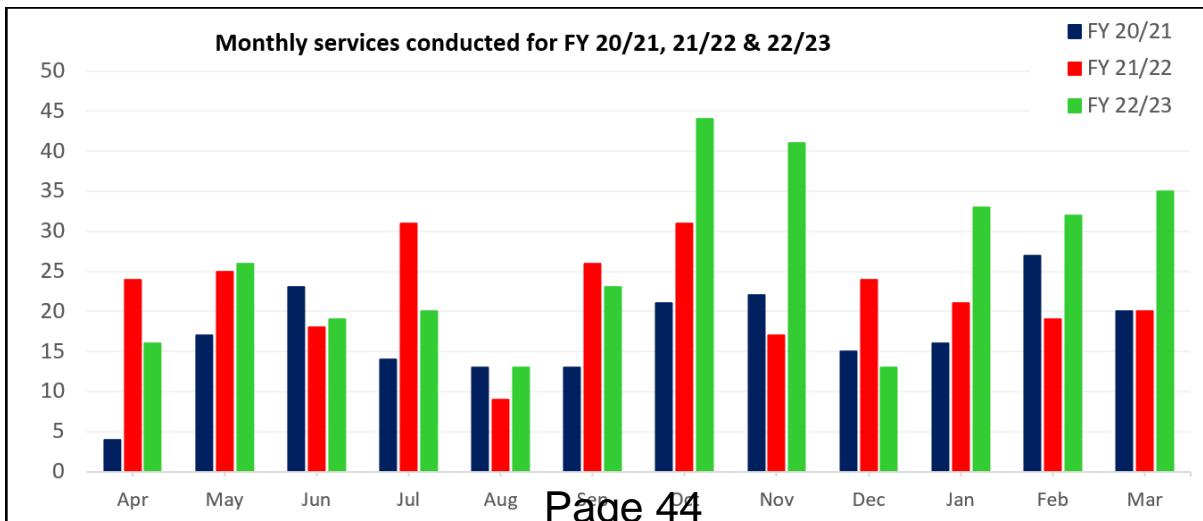
CURRENT PERFORMANCE POSITION

2. Cyber Griffin has ended the financial year having achieved all its local and national performance targets. This is due in part to the programme achieving record numbers in Q4. Of note, is the consistently higher demand Cyber Griffin has been meeting. The programme achieved record numbers in January, February and March of this year when compared to the same period in previous years. This increase is believed to be due in part to the unit having less abstractions over the last period coupled with the programme's steadily growing reputation.

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



Graph showing the number of Cyber Griffin services delivered compared with previous financial years



3. Regarding locally set targets, the more ambitious annual targets set for Cyber Griffin were achieved by the financial year end. In Q4, the programme trained 4,307 people (quarterly target of 2,500), conducted 113 services (quarterly target of 67) and partnered with 79 new client organisations (quarterly target of 36). In terms of total target, Cyber Griffin trained 11,102 people (111 % of target), partnered with 184 new businesses (123 % of target), and conducted 314 engagements (114 % of target).

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 %. Changes to national reporting have been announced and reviewed locally. This extra demand is manageable at present with existing resources.

5. Looking ahead at performance, data from previous years suggest that Q1 of the new financial year will see a continuation of steady performance. This is due to organisation's historically stable appetite for engagements at this time of year. The launch of Cyber Griffin's new Baseline Briefing 4.0 on the 24th of May will potentially increase these figures as the quarter progresses.

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

7. The potential for Cyber Griffin to extend its work into the national PROTECT space has been considered and a detailed design is being considered by the City of London Police Chief Officer Team and an update will be given verbally on this at this meeting with a view to bringing detailed design to the September ECCC.

CONCLUSION

8. Cyber Griffin continues to offer a very well-regarded and effective cyber security programme. Very positively, all of Cyber Griffin's national and local performance targets for the financial year have been achieved and forecasts for future work look healthy as the programme enters the new financial year. A proposal detailing a detailed design for leading national PROTECT work has also been submitted for the ECCC and represents an excellent opportunity for future development should it be authorised for implementation.

Contact(s):

Charlie Morrison
T/Inspector
Cyber Griffin

Helen Thurtle
Cyber Protect Co-ordinator

This page is intentionally left blank

Committee(s): Economic & Cyber Crime Committee	Dated: 11/05/2023
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	For Information
Report authors: Lucy Cumming (Economic Crime Directorate, CoLP) & Ollie Bolton, Josef Shadwell, Bruce Hunt (Police Authority Team, 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

2. 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.
3. 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:
 - 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.

Current Position

4. 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 SGG meet. The main Economic Crime Policing Board. 24/1/23	A, B, C	Briefing to forces nationally outlining the fraud threat and response.
Association of Police and Crime Commissioners	A, B, C	Update and engagement with PCCs
National Cyber Awards – Commissioner, 28/4/23	A, B, C	Visible leadership and recognition of cyber work across the UK.
Global Cyber Alliance advisory Group 31/1/23	A, B, C	Engagement with crucial private sector cyber stakeholders.
Electoral Fraud reduction seminar. 3/2/23	A, B, C	Engagement for the Electoral fraud and security NPCC portfolio
NCRCG Ambassador group meeting.10/2/23	A, B, C	Routine engagement with the ambassador group.
National Cyber Crime Unit deputy director visit with Cmdr Adams.16/2/23	A,B, C	Vital partnership building visit with NCCU.
Heads of ROCU tactical meeting. 22/2/23	A, B, C	Leadership and updates with ROCU heads for fraud issues.
TCUK conference, Cmdr Adams 28/2/23	A, B, C	Cyber conference organised by NPCC cyber team.
Strategic Asset Recovery Group – 8/3/23	A, B , C	A mostly Police national group with leadership by Cmdr Adams under his portfolio leadership.
Australian Federal Police visit, AC O’Doherty, high level engagement. 13/2/23	A, B, C	High level visit from Australian police, general engagement and learning.
Visit to Ghana to cement cross learning and intelligence sharing. Cmdr Adams – 13/3/23	A, B, C, D	Especially relevant to ongoing academy courses.
Keynote speech, OECD illicit trade conference. AC O’Doherty, 16/2/23	A, B, C, D	Paris, large speaking event.

FCCRAS Executive Partnership Meeting, Chris Bell, 23/2/23	A, B	Routine stakeholder for FCCRAS
All NLF COT – DCPCU 21 st Anniversary – 29/3/23	A, B, C	Large informal event with stakeholders and funders.
Economic Crime Congress, keynote speech.	A, B, C	Large event with CoLP key speaker to stakeholders, private and public sector.
Cmdr Adams, attend launch of global elections security report. 4/4/23	A, B	Event for networking for NPCC elections lead.
AC O’Doherty speaks at Crime prevention Association 20/4/23	A, B,	Keynote speaking at stakeholder event.
SOCSOG fraud meeting	A, B, C	Fraud SOCSOG – Presentation to the Security Minister
‘City Breakfast’ speech to influential City finance group with Sir Jeremy Fleming.	A, B, C	Community engagement event

Note: The Home Secretary has asked for a monthly update from PAB and CoLP to report on policing successes, challenges, and ideas. This is currently being formulated by the PA and CoLP team and once finalised, will be included in the next engagement list.

Strategic Parliamentary Engagement

5. **Financial Services and Markets Bill** - The Bill has finally completed Committee stage in the House of Lords, having begun in January. Committee stage saw repeated attempts by peers on all sides, most prominently by former DExEU Minister Lord Bridges of Headley (Con), to introduce greater scrutiny of financial services regulators. In Bridges’ case this was through the introduction of an ‘Office for Financial Regulatory Accountability’. All such moves were successfully resisted by the Government. It remains open to Bridges and others to make a further attempt at the next Lords stage, Report, but the Bill’s ultimate passage to the Statute Book is unlikely to be impeded. Attention will shortly turn towards the implementation of the Bill’s provisions through statutory instruments once completes its parliamentary stages.
6. **Economic Crime and Transparency Bill** – The Bill is currently in Committee in the House of Lords. Despite assurances that measures will be brought forward to address the need for a “failure to prevent” economic crime offence for businesses, this has yet to materialise at the time of writing. However, this may be attributed to procedural considerations, rather than a change of policy.
7. **National Security Bill** – The Bill, which replaces existing counter-espionage laws with a framework for countering hostile state activity, faced resistance regarding provisions introducing a foreign influence registration scheme (FIRS) and the potential impacts of this on business. Government amendments introduced in the Lords to place a new requirement for the registration with the Home Office on a

public register of any “political influence activities” by or on behalf of a “foreign principal” came as a surprise to many in the financial and professional services sector. Following engagement between the Home Office and sector representatives, the Government brought forward amendments at Report stage to reduce the scope of the scheme. The Home Office minister, Lord Sharpe of Epsom (Con), explained that the amended approach to FIRS is to “...clarify the intent of the enhanced tier” of the scheme “...to ensure the tier remains proportionate, while achieving its national security objectives.” He confirmed that “...the enhanced tier of FIRS is a targeted regime, allowing the Secretary of State to require the registration of arrangements with specified foreign Governments or entities subject to foreign power control where she believes it is necessary to protect the safety or interests of the United Kingdom”. The amendments, granting the Home Secretary power to make regulations specifying which activities or specified persons are subject to the provisions of the Bill, were then agreed by Peers.

8. **Data Protection and Digital Information (No. 2) Bill** – This Bill was introduced in the Commons on 8 March and is scheduled for Second Reading on 17 April. It replaces the Data Protection and Digital Information Bill, which was introduced in July last year but made no further progress. There are no fundamental changes in policy approach. The Bill aims to make data protection legislation easier for businesses to navigate by reducing the administrative burden of compliance.
9. **Online Safety Bill** – A victim of legislative congestion, the Bill has made no progress since the last update, however Committee stage in the Lords has now been scheduled for 25 April.

Corporate & Strategic Implications

10. 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.
11. Financial implications – None.
12. 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.
13. Legal implications – None.
14. 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”.
15. 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.

16. Climate implications – None.

17. Security implications – None.

Conclusion

18. 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

- Action Fraud's prevention advice on money mule scams was shared by [The Times](#), while further advice on ticket fraud was circulated by the [Sun](#).
- 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.
- DI David Vint, from the DCPCU, discussed the unit's investigation into a man who provided criminals with access to computer software for fraudulent purposes on BBC One's [Big Little Crimes](#).
- DCI Gary Robinson was interviewed on [Defenders UK](#) (BBC One), where he discussed the DCPCU's work to identify a man involved in sending large-scale 'smishing' text campaigns to members of the public.
- Several publications including the [Mirror](#), [Standard](#) and [Coventry Telegraph](#), featured the sentencing of a Clint Canning, a fraudster who ran a £2.7million investment scam and has been jailed for nine years. DI Gareth Dothie, from the Fraud Operations team, was quoted in the articles.
- Commander Nik Adams was featured in a [Sunday Telegraph](#) piece on the £30million drive to fight fraud, a crime making up 30 per cent of offences. This story was also published in the [Daily Mail](#).
- PIPCU and its partners executed a series of raids across the country as part of a crackdown on the supply of illegal streaming services. A press announcement, which included a quote from DCI Gary Robinson, received coverage in the [Sun](#), [Express](#), [Independent](#), [Police Professional](#), [Advanced Television](#) and others.

- DCI Gary Robinson was quoted in [The Mirror](#) in relation to a nationwide operation by PIPCU, with the cooperation of Sky, which shut down a number of illegal streaming providers who were broadcasting Sky content without permission.
- DI Philip Corcoran was quoted in the [Daily Mail](#), the [Independent](#), [ITV](#), and [Evening Standard](#) discussing the dangers associated with 'clip for cash' scams. IFED and the Insurance Fraud Bureau (IFB) have recently said they have seen a rise in the scam as criminals clip wing mirrors and demand cash up front to cover the damage. The quote was also used extensively in regional coverage nationwide.
- AC Pete O'Doherty featured in Panarama on 13 March [BBC One - Panorama, Cops, Cash and Fraudsters](#)

Media interviews in progress

- It is anticipated that there will be a high number of media engagement interviews following the launch of the National Fraud Strategy on 3 May.

Lucy Cumming

Head of Economic Crime Strategy and Government Affairs

E: lucy.cumming@cityoflondon.police.uk

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3, 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank