



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

Date: TUESDAY, 20 MAY 2025

Time: 11.00 am

Venue: COMMITTEE ROOMS, 2ND FLOOR, WEST WING, GUILDHALL

Members: Deputy Dawn Wright
Mandeep Thandi, Court of Common Council
Naresh Hari Sonpar, Court of Common Council
Michael Landau (External Member)
Deputy Christopher Hayward, Chair of Policy and Resources
James Tumbridge, Appointed from Policy & Resources Committee

Vacancy **x8** (to be appointed by the Police Authority Board on the 14 May 2025)

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

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Ian Thomas CBE
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 minutes and non-public summary of the meeting held on the 4 February 2025.

For Decision
(Pages 5 - 8)

4. **ELECTION OF DEPUTY CHAIR**

To elect a Deputy Chair in accordance with Standing Order 26 (6).

For Decision

5. **ECCC CHIEF OFFICER UPDATE**

Report of The Commissioner.

For Information
(Pages 9 - 12)

6. **QUARTER 4 - NATIONAL LEAD FORCE CITY OF LONDON POLICE PERFORMANCE REPORT**

Report of the Commissioner.

For Information
(Pages 13 - 24)

7. **QUARTER 4 - NATIONAL LEAD FORCE NATIONAL DELIVERY PLAN PERFORMANCE REPORT**

Report of the Commissioner.

For Information
(Pages 25 - 40)

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

For Information
(Pages 41 - 44)

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

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

11. **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

12. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 4 February 2025.

For Decision
(Pages 45 - 46)

13. **STRATEGIC COMMUNICATIONS AND ENGAGEMENT PLAN FOR ECONOMIC AND CYBER CRIME**

Joint report of The Town Clerk and The Commissioner.

For Information
(Pages 47 - 66)

14. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE – REGULAR PROGRAMME PROGRESS NOTE**

Report of the Commissioner.

For Information
(Pages 67 - 82)

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

16. **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
Tuesday, 4 February 2025**

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 Tuesday, 4 February 2025 at 11.00 am

Present

Members:

Deputy James Thomson CBE (Chair)
Nicholas Bensted-Smith
Jason Groves
Deputy Madush Gupta
Sir Craig Mackey
Deputy Dawn Wright
Naresh Hari Sonpar
James Tumbridge

Officers:

Richard Riley CBE	- Town Clerk's Department
Oliver Bolton	- Town Clerk's Department
Josef Shadwell	- Town Clerk's Department
Kezia Barrass	- Town Clerk's Department
Zoe Williams	- Town Clerk's Department
Adam Summerfield	- Innovation & Growth

City of London Police:

Nik Adams	- City of London Police
Andrew Gould	- City of London Police
Lucy Cumming	- City of London Police
Chris Bell	- City of London Police
Charlie Morrison	- City of London Police
Amy Freestone	- City of London Police

1. APOLOGIES

Apologies were received from Tijs Broeke, Graham Packham, Alderman Emma Edhem and Mandeep Thandi.

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

There were no declarations.

3. MINUTES

RESOLVED, - That the public minutes and non-public summary of the meeting held on 19 November 2024 be approved as an accurate record, subject to an amendment noting an apology from James Tumbridge.

4. **NATIONAL LEAD FORCE PERFORMANCE REPORT Q3 OCTOBER - DECEMBER 2024**

Members received a report of the Commissioner which provided an outline of the National Lead Force's performance in the third quarter of 2024.

The Chair requested that a verbal update on the National Lead Force performance would become a standing item on the committee's agenda in the future.

Members requested that future reports should include measurable outcomes alongside the strategic objectives in the executive summary to assist the broader comprehension and more detailed scrutiny of National Lead Force objectives and achievements.

RESOLVED, - That the report be noted.

5. **CYBER GRIFFIN UPDATE**

Members received a report of the Commissioner which provided an update on Cyber Griffin's work.

Members requested that the Cyber Griffin update be included in the update on the National Lead Force in the future.

RESOLVED, - That the report be noted.

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

Members received a report of the Executive Director of Innovation and Growth which provided an update of cyber and economic crime related activities.

Members raised a concern that the report did not adequately outline the real differences and outcomes that have been achieved as a result of the activity outlined in it. Officers noted this concern and agreed that this would be addressed in future reports.

RESOLVED, - that the report be noted.

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

There were no questions.

8. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There was no other business.

9. **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 items of business on the grounds they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act.

10. **NON-PUBLIC MINUTES**

RESOLVED, – That the non-public minutes of the meeting held on 19 November 2024 were approved as an accurate record.

11. **STRATEGIC COMMUNICATIONS AND ENGAGEMENT PLAN FOR ECONOMIC AND CYBER CRIME**

Members received a report of the Commissioner which outlined the strategic communications and engagement plan for economic and cyber crime.

12. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE - REGULAR PROGRAMME PROGRESS NOTE**

Members received a report of the Commissioner which outlined the progress of the Fraud and Cyber Crime Reporting and Analysis Service programme.

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

There were no questions.

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

There was no other business.

The meeting ended at 12:35

Chairman

Contact Officer: Kezia Barrass
Kezia.Barrass@cityoflondon.gov.uk

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City of London Corporation Committee Report

Committee(s): Economic and Cyber Crime Committee	Dated: 20 th May 2025
Subject: ECCC Chief Officer Update	Public report: For Information
This proposal: <ul style="list-style-type: none"> For information only 	
Does this proposal require extra revenue and/or capital spending?	No
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
Report of:	The Commissioner
Report author:	Lucy Cumming, Wendy Henderson

Recommendation(s)

- Note the report.

Main Report

Background

This is a report for the committee to note, on main points of strategic significance over the previous quarter.

- All national portfolio's came within budget this year (exception FCCRAS). Allocations for 2025/26 were in line with what was requested across all areas.
- End of year performance against the Key Performance Indicators set within the grant agreements were either met or exceeded across the grants (with exception of some areas of NFIB impacted by FCCRAS delivery).
- Of note the national organised crime disruptions for fraud exceeded the Home Office target by 38% and there was a 43% increase in fraud judicial outcomes compared to the previous year. Both of which are attributed to better quality

intelligence and disseminations coming out of COLP teams and an increase in resource.

- CoLP are collating input from policing on behalf of the Home Office to feed into the new Fraud Strategy, currently being written by the Fraud Policy Unit.
- Future funding post 2026 will be decided as part of the Spending Review, the new Fraud Strategy and Cyber Strategy are expected to feed into decision making regarding this.

Domestic Corruption Unit

- The DCU is now into Year 2 of the pilot phase and is taking referrals and has a number of ongoing investigations.
- Recommendations regarding what the final unit delivery will look like will be circulated in a report later this year. This decision will be reviewed by the Committee.

Cyber Resilience Centres

- The restructure of the network, to wind up the limited companies and bring under the direct leadership of the NPCC Cybercrime Team is progressing at pace, despite delays to the confirmation of grant funding from the Home Office. It is expected that the CRC will see a significant uplift from the Integrated Security Fund.
- The new cross-government CRC Governance Group has been established and met in Q4 to determine strategic direction and objectives for the next FY.
- A new performance framework is being designed, to allow for effective internal learning, sharing of good practice, and improved stakeholder reporting on progress.
- The CRC network were praised by NCSC for proactively driving 20% of traffic to the private beta My Cyber Toolkit, higher than other amplification routes with larger audience bases. CRC members were also noticeably more engaged with the toolkit, demonstrating the impact of the CRC membership journey.

Cyber Digital & Special Volunteers

- The academic review into the CDSV scheme and wider specialist volunteering was completed in January and provided a number of recommendations, that are being taken forward.
- Work is underway to embed volunteering within Online Crime Centre planning, and within the development of the NPCC national Science and Technology profession.
- There are also more incidences of national and regional tasking, with CDSVs having more opportunity to provide their skills and experience outside of their home force. This would indicate a growing awareness of the CDSV scheme.

Report Authors:

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Wendy Henderson
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City of London Corporation Committee Report

Committee(s): Economic and Cyber Crime Committee – for information	Dated: 20 May 2025
Subject: Quarter 4 - National Lead Force City of London Police Performance Report	Public
Does this proposal require extra revenue and/or capital spending?	No
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
Report author:	Lucy Cumming

Summary

This report provides an assessment of City of London Police performance against the objectives set out in the National Policing Strategy for Fraud, Economic and Cyber Crime 2023-28 for quarter 4 2024/25 (1 January 2025 - 31 March 2025).

The National Policing Strategy was launched in November 2023 and translates national strategies and objectives set by His Majesties Government into actionable measures for policing in the areas of fraud, money laundering and asset recovery and cyber. The report shows CoLP attainment against the objectives. The National Policing Strategy sets out a purpose to “improve the UK policing response to fraud, economic and cyber-crime” through three key cross cutting objectives of:

- i) Improving outcomes for victims;
- ii) Proactively pursuing offenders;
- iii) Protecting people and business from the threat of Fraud, Economic and Cyber Crime.

Recommendation(s)

Members are asked to:

- Note the report.

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National Lead Force City of London Police Performance Report

Page 15
Q4: January – March 2025



Performance Assessment

The dashboard provides an assessment of City of London Police performance against the objectives set out in the **National Policing Strategy for Fraud, Economic and Cyber Crime 2023-28**. The National Policing Strategy was launched in November 2023 and translates national strategies and objectives set by His Majesties Government into actionable measures for policing in the areas of fraud, money laundering and asset recovery and cyber. The report shows CoLP attainment against the objectives. The National Policing Strategy sets out a purpose to “improve the UK policing response to fraud, economic and cyber crime” through three **key cross cutting objectives** of:

- Improving outcomes for victims;
- Proactively pursuing offenders;
- Protecting people and business from the threat of Fraud, Economic and Cyber Crime.

The NLF plan sets out key cross cutting enabling commitments that City of London Police is seeking to achieve:	Q3	Q4
We will deliver and co-ordinate regional Proactive Economic Crime Teams and uplifted National Lead Force teams to form part of the National Fraud Squad. The NFS teams will proactively target fraudsters and disrupt offending achieving criminal justice and alternative outcomes.	↑	↑
We will deliver enhanced victim care & support to victims of fraud & cyber crime, to reduce harm of offending and prevent re-victimisation.	↑	⇒
We will deliver agreed and consistent content across the PROTECT network, to ensure consistent messaging in line with HMG guidance and promoting HMG systems and services.	↑	⇒
We will improve the policing response to fraud. Fraud and Cyber Reporting and Analysis Service (FCCRAS) objectives will be added when the system launches.	⇒	↑
We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages	⇒	↑
We will lead the National Fraud Squad to PURSUE identified high harm offenders through joint, centrally co-ordinated national operations and to participate in NECC led fraud intensifications throughout the year.	↑	↑
We will upskill and train our staff so that they are able to effectively respond to the threat of fraud, economic and cyber crime.	⇒	⇒
We will develop and action a National Economic Crime Workforce Strategy.	↑	↑



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

Executive Summary: Key Cross Cutting Strategic Objectives



Protect disruptions and social media impressions have exceeded the Home Office target significantly over the course of the year.

The Victim Care Unit are providing a service for 4,999 victims currently, linked to the investigations being undertaken by COLP operational teams.

NEVCU have met their Home Office target for 2024/25, with 79% of victims feeling safer after contact and 0.4% repeat victim rate.



National Lead Force has exceeded its Home Office set target for judicial outcomes by a significant percentage. This is due to a number of outcomes linked to two large investigations in Q1 and Q2. Outcomes for 24/25 were 283% higher than 2023/24.

The second phase of delivery of the Foundry platform (the crime and analysis section of the new Report Fraud service) went live on 31st March 2025. This has released further functionality for day-to-day use. There are now approximately 100 people trained to use the Foundry platform and from this date will be using it for their daily workflows.

NFIB sent less vulnerable person alerts this quarter, however 99% were sent within the 7-day target. There has been a continued drop in NFIB performance this quarter due to staff training abstractions.

Action Fraud satisfaction has fallen 6% below the Home Office target overall for 2024/25.

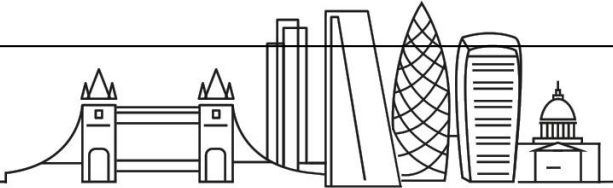


Disruptions against serious and organised criminals involved in fraud are increasing and are 44% higher than 23/24. In addition the use of POCA powers against offenders has also increased in 2024/25 by 56%.

Disruptions against websites, bank accounts and social media accounts has also increased significantly this year due to a number of highly effective operations carried out by the DCPCU.

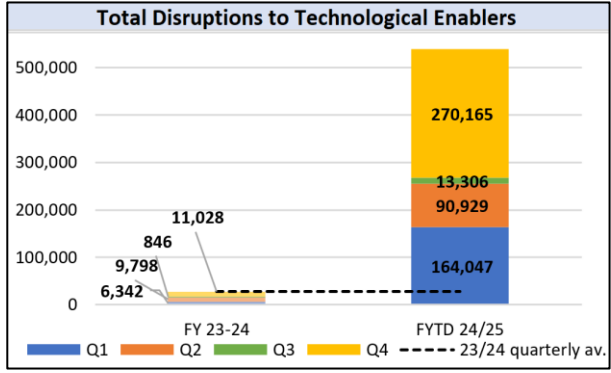
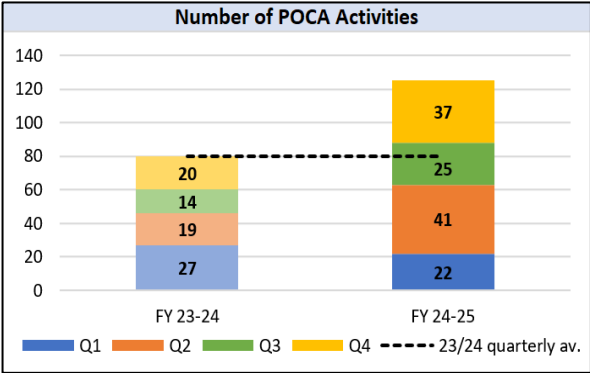
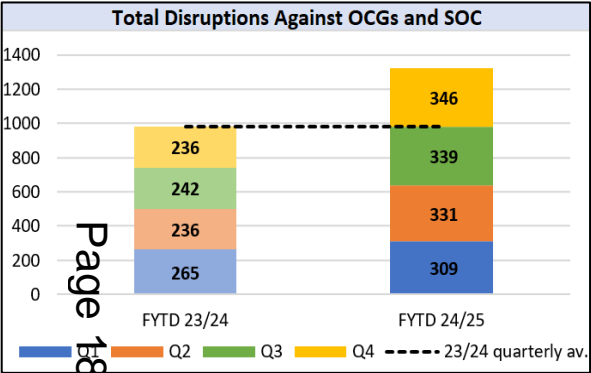
Henhouse 4 was supported across CoLP operational teams, activity included :-

- Activity targeting Camden Market resulting in a seizure of items worth £2.75M.
- 42 arrests, arising from 32 warrants.
- IFED targeted ghost brokers with cease and desist notices.
- DCPCU seized over £285,000 and made 22 arrests.



We will deliver and co-ordinate regional Proactive Economic Crime Teams and uplifted National Lead Force teams to form part of the National Fraud Squad. The NFS teams will proactively target fraudsters and disrupt offending achieving criminal justice and alternative outcomes.

Success Measures:	
A. Increase the number of disruptions against fraud organised crime groups and serious organised crime	↑
B. Increase the number of POCA activities	↑
C. Increase the number of disruptions against technological enablers	↑



Disruptions

- In Q4 **DCPCU** executed a warrant and seized devices containing 150k sets of Fullz data which were sent to relevant financial institutions. In another fraud case many cheques were seized and are being verified, with assets restrained including houses, gold, and funds of almost £900k. Five separate POCA orders were obtained in one case with a value of £880,000.
- IFED** secured the confiscation of £376k against 2 men convicted for organised ghost broking. They also obtained a forfeiture order of £20,000.00 against a Ghost Broker.
- In a **PIPCU** case a court granted confiscation orders against a couple sentenced for selling counterfeit goods on eBay. They have been ordered to pay £103k obtained from the crime.

OCG Disruptions

- Teams are investigating **72** OCGS (+7)
- In Q4 teams recorded against OCGs:
- 3 major** disruptions (+1 to 23/24 Q4)
- 27 moderate** (+10 on 23/24 Q4)
- 24 minor** disruptions (+11 on 23/24 Q4)
- 292** disruptions against other threats is a **+43% (+88)** increase on Q4 23/24

Financial Disruptions

- In 24/25 Fraud Teams reported **125** POCA activities up **56% (+45)** from 23/24
- These had a value of **£9,333,752** down **41% (-£6,479,824)** from 23/24
- Activities included: **34** confiscations, **12** asset restraining orders, **61** cash detentions and **18** cash forfeitures
- 543** victims were awarded a share of **£1,789,254** in compensation

Technological Disruptions

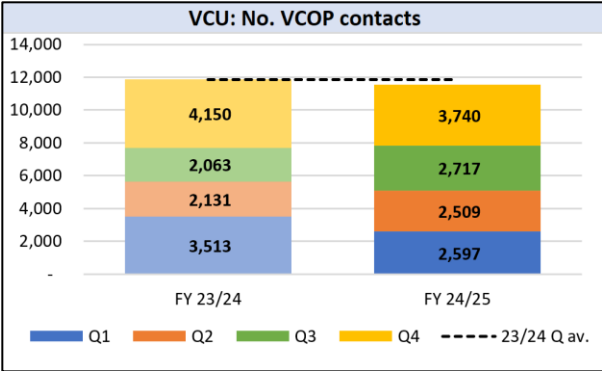
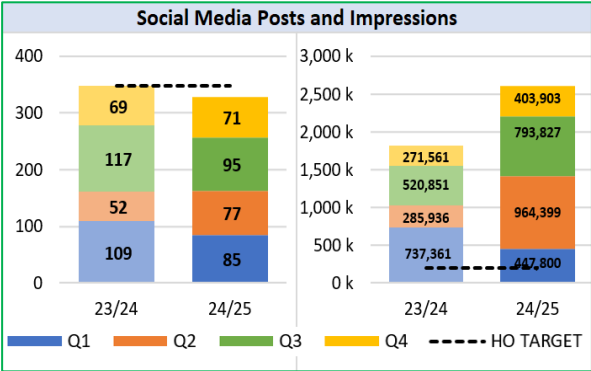
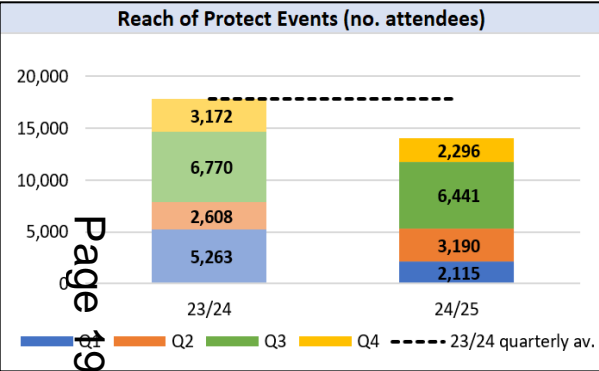
In Q4 Fraud teams reported:

- 291** disruptions to websites
- 269,870** to cards and bank accounts
- 4** to social media accounts
- 2,350% (+259,137)** increase on total disruptions on Q4 23/24
- DCPCU** carried out large operations resulting in more than 535k bank account shut-downs in May, July, November, February and March



We will deliver enhanced victim care and support to victims of fraud and cyber crime, to reduce harm of offending and prevent re-victimisation. We will deliver agreed and consistent content across the PROTECT network, to ensure consistent messaging in line with HMG guidance and promoting HMG systems and services.

Success Measures:	
A. Increase the number of protect engagements and attendees	↓
B. Increase the number of social media posts and impressions – Home Office Measure	↑
C. Increase the number of Victim Support Unit contacts	⇒



- Protect Events**
- Teams held **55** events in Q4 a **15% decrease (-10)** from Q4 23/24
 - 2,296** people attended these events down **28% (-876)** from Q4 23/24
 - Activity peaked in March with **23** events and **1,140** attendees

- Social Media – HO Measure**
- Teams posted **71** messages on social media, in line with Q4 23/24
 - The related impressions rose to **403,903**, up **49% (+132,342)** on Q4 23/24 and an annual improvement
 - Impressions were particularly high in August due to a press release regarding a retail fraud investigation
 - Home Office target Exceeded**

- Victim Care Unit**
- VCU was responsible for **4,999** victims in Q4, relating to **28 (+5)** investigations.
 - A total of **3,740** VCOP updates were issued, down 10% (-410) from Q4 23/24
 - There is a difference of just **294** updates when comparing 23/24 to 24/05
 - 246** victims received Protect advice
 - 142** nuisance calls were blocked in Q4

- PROTECT and Social Media**
- PIPCU** posts focused on a music hacking sentencing and a search warrant executed on Camden High Street.
 - IFED** posted after 10 people pleaded guilty to fraud charges for their roles in a £320,000 'crash for cash' fraud. Also, stories about 'ghost broking' and travel insurance fraud.
 - NLF Ops** teams posted about Op Henhouse 4, romance fraud, courier fraud, and the NFL Hall of Fame ring case.
 - DCPCU** posts covered an impersonation fraud, remote purchase fraud involving phishing, and sentencing of criminals who stole £1 mil by intercepting post and using details to impersonate account holders.



We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages. We will lead the National Fraud Squad to PURSUE identified high harm offenders through joint, centrally co-ordinated national operations and to participate in NECC led fraud intensifications throughout the year.

Success Measures:	
A. Increase the judicial outcome rate for CoLP – Home Office Measure	↑
B. Decrease CoLP aged outstanding disseminations	↓
C. Support CoLP teams to engage in intensification efforts – Home Office Measure	↑

LFOR intensifications – HO Measure

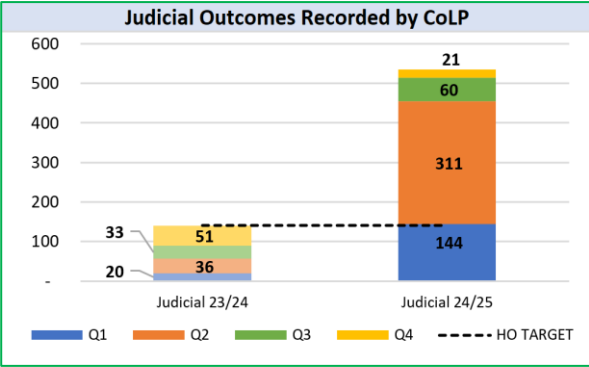
Op Henhouse 4 ran throughout February. As part of the intensification, CoLP officers executed 32 warrants, made 42 arrests, and conducted 19 voluntary interviews.

PIPCU executed 4 search warrants and arrested 4 people as part of an operation to tackle counterfeit goods trade on Camden High Street. 6,200 items, worth approximately £2.75 million, were seized.

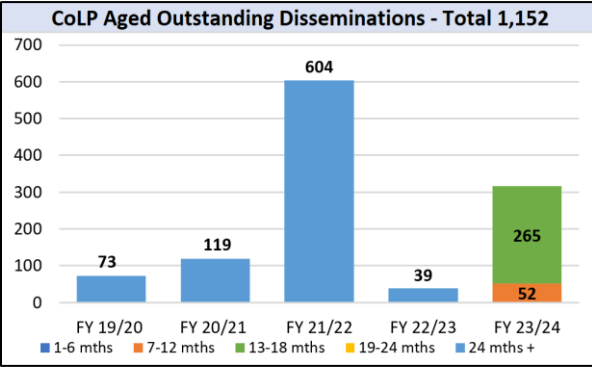
IFED officers served 10 ‘cease and desist’ notices to tackle ‘ghost-brokers’. Search warrants were executed in Manchester for an investigation into fraudulent motor insurance claims with 2 people arrested.

DCPCU reported 22 arrests, 13 warrants executed and seizures over £258,000. The Head of Fraud Prevention and Training delivered educational sessions at banks, training staff and customers on fraud prevention techniques.

Home Office target met



- Judicial Outcomes – HO Measure**
- In Q4 CoLP teams recorded **21** judicial outcomes
 - Down **59% (-30)** from Q4 23/24, but the outcomes over the year exceeded 23/24 by **283% (+396)**.
 - **2,165** no further action outcomes were also recorded, contributing to the fall in Aged Outstanding Disseminations
 - **Home Office target Exceeded**



- Outstanding Disseminations**
- At the end of Q4 **1,152** disseminations from 19/20 to 23/24 were with CoLP teams awaiting outcomes.
 - This is down **56% (-1,476)** from the end of the previous quarter showing ongoing improvement

Judicial Outcomes

A national target of 6,000 judicial outcomes was set for 24/25, and this has been exceeded by 33% (1,969) with 7,969 outcomes reported. This is due to a combination of factors such as large cases being finalised during the period, and the continued targeted engagement from the NCO which has been instrumental in reducing outstanding disseminations.

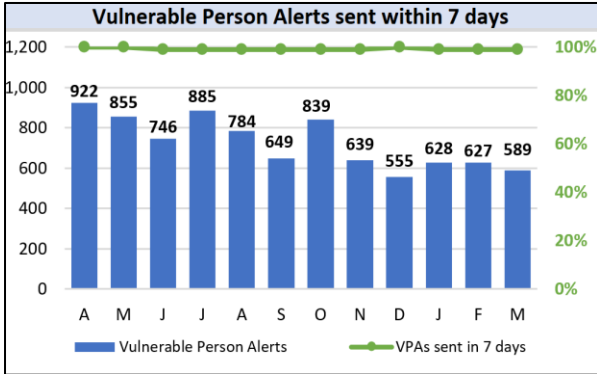
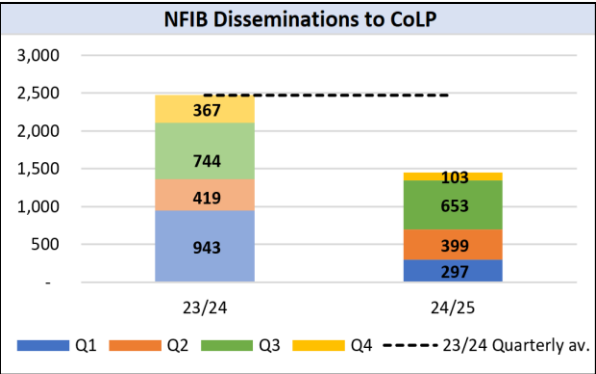
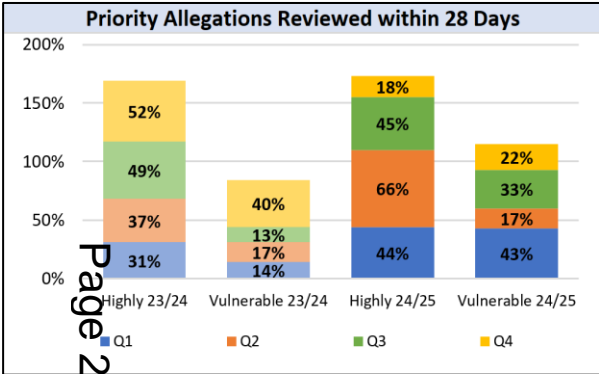
CoLP teams also contributed to reductions in aged outstanding disseminations, logging 2,165 non-judicial outcomes in Q4 alone.

59% of the 24/25 judicial outcomes recorded by CoLP are from two large NLF investigations with 105 outcomes in Q1 and 209 in Q2.



We will deliver the Fraud and Cyber Reporting and Analysis Service (FCCRAS) - including the ability to feedback intelligence into the system for further development and inclusion in intelligence packages. We will ensure intelligence is appropriately recorded and disseminated to assist with all 4P outcomes

Success Measures:	
A. Increase the allegations of fraud reviewed in 28 days meeting 'highly likely' & 'likely vulnerable' on the solvability matrix	↑
B. Increase the number of NFIB packages disseminated to CoLP teams	↓
C. To review and, where appropriate, disseminate vulnerable person alert within 7 days.	⇒



National Fraud Intelligence Bureau (NFIB)

In Q4 NFIB undertook implementation of a new platform alongside their existing technology. A team of 5 was abstracted from core business to prepare for delivery of the new service. 22 coaches are trained in the new platform and have required time to acclimatise so that they can cascade coaching. We trained 70 people to use the new service in Q4, removing them from business as usual.

We anticipate this reduction in performance to continue into the new year as we continue to transition to the new service.

There have also been issues with the current service resulting in downtime and latency problems, delaying ingests and processing. In Q1 and Q2 NFIB supported MPS investigation Stargrew, disseminating 20k allegations and affecting business as usual.

Priority Allegations

- NFIB teams reviewed:
- 18%** of allegations that are highly likely to be solved
- 29%** of 'likely to be solved' with a vulnerability element
- In both cases, a drop from the 23/24 Q4 peaks, but both measures show a year-on-year improvement

Disseminations to CoLP

- NFIB sent **103** disseminations to CoLP teams in Q4
- This was down **72% (-264)** on Q4 23/24 and the total for the year is also down **41% (-1,021)** due to abstractions as the new platform is introduced.
- In the same period all NFIB disseminations fell by **46% (-12,635)** from Q4 23/24 for the same reasons

Vulnerable Person Alerts

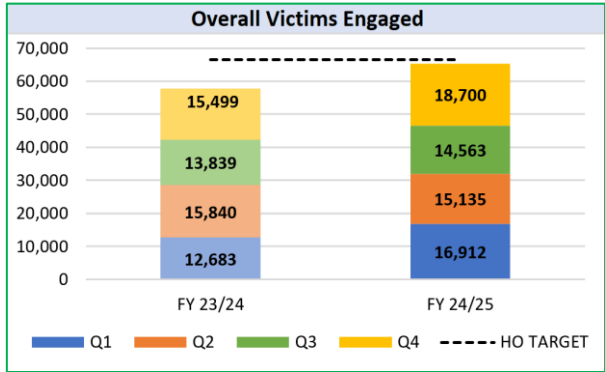
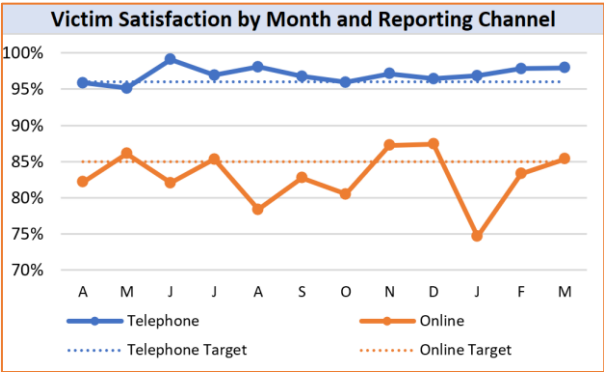
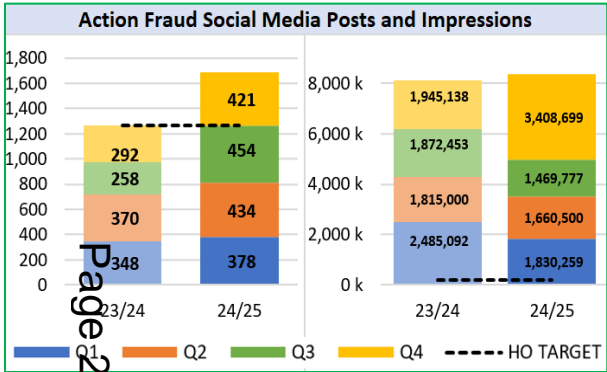
- NFIB sent **1,844** vulnerable person alerts to forces in Q4
- This is a decrease of **44% (-1,444)** alerts from Q3 23/24
- Consistently, **99%** of these were sent within the 7-day target timescale



We will improve the policing response to fraud.
Fraud and Cyber Reporting and Analysis Service (FCCRAS) objectives will be added when the system launches.

Success Measures:

- A. Increase the number of Action Fraud social media posts and impressions – Home Office Measure
- B. Maintain the percentage of survey respondents who are satisfied with the Action Fraud reporting service – Home Office Measure
- C. Increase number of fraud victims who receive protect advice (NECVCU engagement) – Home Office Measure



Action Fraud Social Media – HO Measure

- AF made **421** posts in Q4, up **44% (+129)** from Q4 23/24 and continuing improvement from previous year
- The related impressions for these posts totalled **3,408,699** an increase of **75% (+1,463,561)** from the previous year bringing the annual total above 23/24
- Home Office target Exceeded**

Action Fraud Satisfaction – HO Measure

- Contact Centre satisfaction was at **98%** in Q4, 3% higher than the 95% target
- Online reporting fell to **81%**, due to a dip in January finishing the year at 83%
- Of the overall links delivered in Q4 just **1.2%** provided satisfaction feedback
- Call abandonment was at 35%, the lowest quarter in 2024/25
- Overall, 6% below Home Office Target**

NECVCU Victim Contacts – HO Measure

- NECVCU engaged **18,700** victims, peaking in March at 6,496 contacts and coming in at only 1,000 below the Home Office stretch target for 24/25
- £645,669** of funds were recovered, up **75% (+£270,669)** from the HO target
- 0.40%** repeat victims (meets HO target)
- 79%** of victims felt confident online after engagement (meets HO target)
- Home Office engagement target met**

Social Media – Holiday fraud campaign and ‘Stop Think Fraud’ phase 2 launched. Meta supported launch of social media and hacking campaign. FCCRAS Service and Delivery Director updated on new service in an industry webinar, hosted by The Pensions Regulator.

Action Fraud - The current online reporting tool uses legacy software that cannot be developed so reporting often falls below the 85% target. A new reporting tool, designed to improve reporting mechanisms, will launch in 2025. It is envisaged this will bring online satisfaction in line with voice satisfaction.

NECVCU – The team achieved an overall 12.9% increase in engagement with victims as a result of investment in process changes in the previous quarters, and following implementation of these plans at the beginning of Q4.



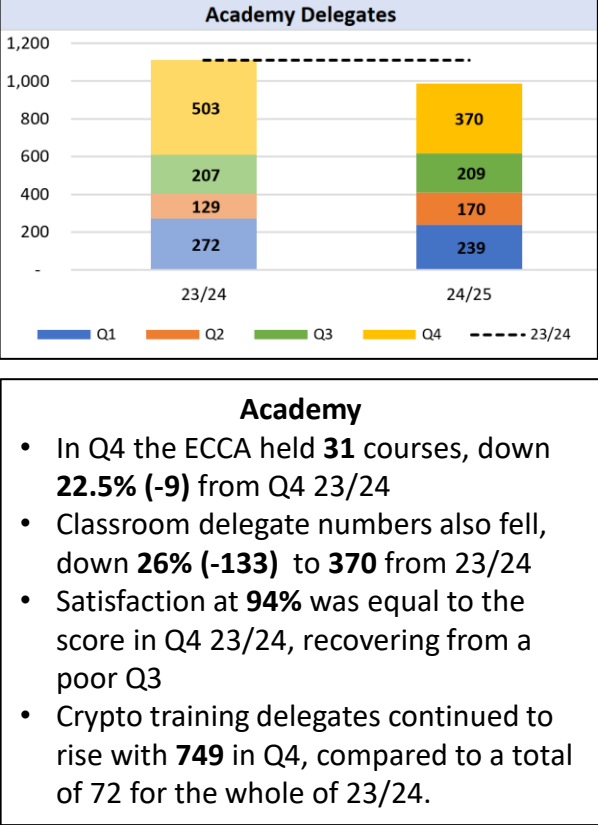
We will upskill and train our staff so that they are able to effectively respond to the threat of fraud, economic and cyber crime. We will roll out a revised performance framework across PURSUE, PROTECT, PREPARE and PREVENT. ROCUs and Forces to ensure completion of performance framework and resulting recommendations. We will invest in and explore technological and data sharing solutions and opportunities.

Success Measures:		
A. To increase delegate training levels in the Economic and Cyber Crime Academy (ECCA).		⇒
B. Deliver objectives against National Workforce Strategy.		↑
C. National Coordinator’s Office to complete visits to all ROCUs – Home Office Measure		↑

Workforce Strategy

There are nine workstreams delivering the recommendations from PwC, as highlighted in their reports and the National People Strategy for Fraud, Economic and Cybercrime. Each has a CoLP volunteer lead and support team and are at varying states of maturity. The Career Pathways workstream is closely engaged with the Home Office-led Economic Crime Profession working group, mapping roles across partner organisations to enable direct comparison and career moves. The workstream secured funding from 23/24 ARIS underspend to produce career roles/dept spotlight videos.

FIO Student Placements: cohort 2 recruitment is almost complete for 13 students to join four ROCUs, MPS and CoLP in October 2025.

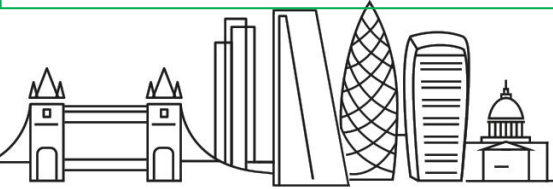


- ECPHQ Activity
- The **Prime Minister** visited CoLP after the announcement of a new sanction regime. The PM listened to case studies about investment in crypto and attended a round table discussion.
 - Matt Vickers MP**, shadow minster for Crime, Policing and Fire visited CoLP and received inputs on the fraud landscape, LFOR, FCCRAS and Cyber & Crypto.
 - Lucy Rigby, **Solicitor General** visited CoLP and met the P&D team and NECVCU. She was given inputs on Report Fraud, Domestic Corruption and Cyber Innovation.
 - CoLP colleagues attended the **Counter Fraud Conference**, the UK’s leading public sector counter fraud event.
 - Deputy Commissioner Nik Adams, the strategic engagement team and NLF colleagues attended the **Global Anti Scam Summit** in London.

Regional Visits – Home Office Measure

In Q4 the remaining **Regional visits were completed**, meaning that all nine regions have been subject to assessment regarding economic crime and cyber capabilities. The NCO are compiling reports for each region, following which an overarching document, for wider sharing, will be compiled outlining key findings. In addition to areas of good practice that can be shared there are areas of business where we have identified issues that are effectively undermining the reporting of accurate performance. We have already started to reconcile these matters through our ongoing work, both internally and through key stakeholders.

Home Office measure ongoing



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City of London Corporation Committee Report

Committee(s): Economic and Cyber Crime Committee – for information	Dated: 20 May 2025
Subject: Quarter 4 - National Lead Force National Delivery Plan Performance Report	Public
Does this proposal require extra revenue and/or capital spending?	No
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
Report author:	Lucy Cumming

Summary

This report is the most recent National Lead Force (NLF) National Delivery Plan Performance Pack that is produced quarterly and presented to the ECCC.

The performance pack provides an assessment of national policing performance against the objectives set out in the National Policing Strategy for Fraud, Economic and Cyber Crime 2023-28 for quarter 4 2024/25 (1 January 2025 - 31 March 2025).

The National Policing Strategy was launched in November 2023 and translates national strategies and objectives set by His Majesties Government into actionable measures for policing in the areas of fraud, money laundering and asset recovery and cyber. The report shows national attainment against the objectives. The National Policing Strategy sets out a purpose to, “improve the UK policing response to fraud, economic and cyber-crime” through three key cross cutting objectives of:

- i. Improving outcomes for victims;
- ii. Proactively pursuing offenders;
- iii. Protecting people and business from the threat.

Recommendation(s)

Members are asked to:

- Note the report.

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National Lead Force National Delivery Plan Performance Report

Page 27
Q4: January – March 2025



Performance Assessment

The dashboard provides an assessment of national policing performance against the objectives set out in the **National Policing Strategy for Fraud, Economic and Cyber Crime 2023-28**. The National Policing Strategy was launched in November 2023 and translates national strategies and objectives set by His Majesties Government into actionable measures for policing in the areas of fraud, money laundering and asset recovery and cyber. The report shows national attainment against the objectives. The National Policing Strategy sets out a purpose to "improve the UK policing response to fraud, economic and cyber crime" through three **key cross cutting objectives** of: Improving outcomes for victims; Proactively pursuing offenders; Protecting people and business from the threat

The NLF plan seeks out key cross cutting enabling commitments that City of London Police is seeking to achieve		Q3	Q4
MLAR 1	We will increase criminal justice outcomes and disruptions against money laundering offenders.	↑	↑
MLAR 2	We will seize and restrain more criminal assets through including released asset denial activity	↑	↑
MLAR 3	We will provide training to policing on how to investigate and seize crypto assets. We will ensure accurate records of crypto assets seizures are maintained and provided.	↑	↑
Fraud 1	We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages.	↑	↑
Fraud 2	We will deliver and co-ordinate regional Proactive Economic Crime Teams and uplifted National Lead Force teams to form part of the National Fraud Squad. The NFS teams will proactively target fraudsters and disrupt offending achieving criminal justice and alternative outcomes.	↑	↑
Fraud 3	We will lead the National Fraud Squad to PURSUE identified high harm offenders through joint, centrally co-ordinated national operations and to participate in NECC led fraud intensifications throughout the year.	↑	↑
Fraud 4	We will support and assist the national development and implementation of the Fraud Targeting Cell by contributing resource and supporting the delivery of systems and processes. We will increase intelligence packages into the system leading to increased proactive operations.	↑	↑
Fraud 5	We will develop and deliver a centrally co-ordinated National Fraud PROTECT Network that will align with the National Cyber PROTECT Network, share best practice, and promote local delivery of national messaging.	⇒	↑



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Performance Assessment

		Q3	Q4
Fraud 6	We will deliver agreed and consistent content across the PROTECT network, to ensure consistent messaging in line with HMG guidance and promoting HMG systems and services.	↑	↑
Cyber 1	We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages. We will ensure full and timely compliance from forces to record disseminations from the NFIB appropriately and that subsequent outcomes are reported back to NFIB correctly.	⇒	↑
Cyber 2	We will increase intelligence led proactive operations and self-development operations regarding Computer Misuse Act offending, ensuring the relevant deconfliction safeguards are followed.	↑	↑
Cyber 3	We will develop the current PROTECT notification processes to ensure a consistent approach to both the direct PROTECT officer taskings and the notifications delivered at scale.	↑	↑
Cyber 4	We will ensure ROCUs and Forces are regularly using Police CyberAlarm to help support member organisations when issues are identified and use the data to inform and drive PROTECT, PREVENT and PURSUE activity. PROTECT Officers will promote Police CyberAlarm to all SME organisations they engage with.	↓	↑
Cyber 5	We will deliver the new NPCC Cyber Resilience Centre (CRC) Model. This includes the new Operating Model to deliver the levels of consistency and assurance required. CRCs and PROTECT officers will work together to support each other's work and grow CRC membership.	↑	↑
Cyber 6	We will develop improved referral process for new nominals to include Target Operating Model and definition of when a referral should be made. We will introduce a single national or regional referral mechanism and implement risk assessment (CORA) and tasking mechanisms for PREVENT referrals.	↑	↑
Cyber 7	We will roll out the Cyber & Digital Specials & Volunteers (CDSV) Programme and platform to every region and Force and ensure effective management and utilisation of CDSV skills across the network.	↑	↓
Cyber 8	We will revise and roll out a clear training, CPD and accreditation pathway for all roles within TCUK, with regular reviews of the training needs analysis and advancements in technology / threats. NPCC Deliver new strategy and delivery with the Economic and Cybercrime Academy.	↓	↓



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Executive Summary: Key Cross Cutting Strategic Objectives



NFIB disseminations decreased this quarter due to staff absences for training, however the annual target has exceeded the Home Office Target. This is in part due to the exceptionally high number of disseminations in Q1 under a large national target led operation (Stargrew).

There has been a 43% increase in judicial outcomes in comparison to the previous year. This is due to high levels of outcomes attributed to national target led operations, and also the increase in resources investigating fraud in regional units.

Cyber judicial outcomes are showing an annual increase of 10% compared to the previous year.



Operation Machinize in March was a national intensification led by the NECC and actioned by CoLP and economic crime policing teams targeting cash rich businesses across England, including barbershops, nail bars and vape shops.

Money laundering disruptions and national asset recovery activity is rising and higher than 2023/24. This annual increase is highly likely to be as a result of the investment in new resource through the AMLAR Programme.

Operation Henhouse 4 took place in February. This has become an annual proactive fraud targeting national operation. This year resulted in 422 arrest, and over £7.5M assets being seized as well as a range of other outcomes.

National disruption figures for fraud have shown a significant rise during the course of the year. Home Office targets have been exceeded.

National cyber disruptions have exceeded the benchmark by 48% in 2024/25



National Protect Disruptions undertaken by the COLP led Network have exceeded the Home Office target, there is no baseline to compare to last year.

The Stop! Think Fraud campaign entered its second iteration in March and was supported by the National Protect Network.

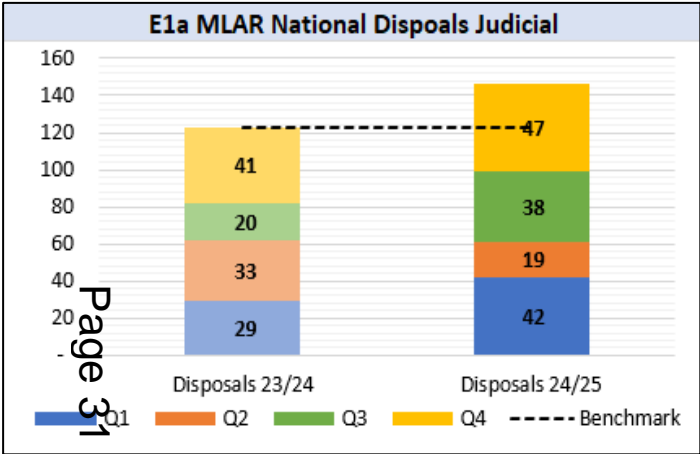
Police Cyber Alarm began to distribute Vulnerability Notification Packs this quarter. This enhances the information provided to protect businesses from cyber attack.

Membership of Police Cyber Alarm and the Cyber Resilience Centres continue to grow significantly.



Performance Measure 1: We will increase criminal justice outcomes and disruptions against money laundering offenders.

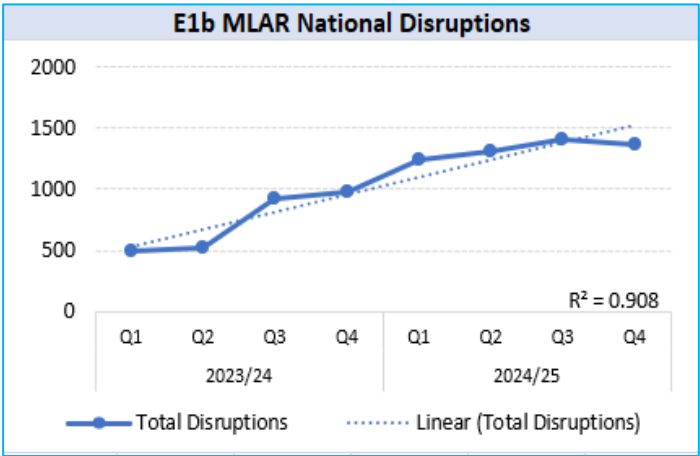
Success Measures:	
E1a Increase judicial outcomes for money laundering cases.	↑
E1b Increase the number of disruptions at all levels – Home Office Measure	↑



E1a Currently, there are no judicial outcomes recorded for money laundering and asset recovery on APMIS, as they are not tracked under the current Home Office framework. However, we can measure judicial disposals within the Criminal Justice System. These are now counted towards the KPI measures of Judicial Outcomes. This data is likely under-reported.

For Q4, 47 judicial disposals were recorded, this is 15% (+6) increase compared to Q4 for the previous year.

2024/25 is reporting 146 judicial disposals, this is 19% (+23) above the benchmark target from 23/24.



E1b Money laundering and asset recovery is classed as illicit finance on APMIS. In Q4, there were a total of 1,366 disruptions.

- **47** major - 31% decrease (-21) in comparison to Q4 23/24
- **248** moderate - 23% decrease (-76) in comparison to Q4 23/24
- **1,071** minor - 83% increase (+486) in comparison to Q4 23/24

The benchmark from 23/24 is 2,926, which translates to 731 disruptions per quarter. For Q4, disruptions are 87% (+634) above the benchmark target. Overall, a positive quarter for disruptions.

Home Office Target Exceeded

Operation Machinize was successfully undertaken in March under the leadership of the NECC and co-ordination and participation from COLP led teams in the ROCU. 19 forces and Regional Units were involved.

The operation targeted cash intensive businesses across the England, specifically barbershops, vape shops and nail bars. Over 380 premises were visited resulting in 84 warrants, 35 arrests, 10 shops shut and asset freezing orders for over £1M.

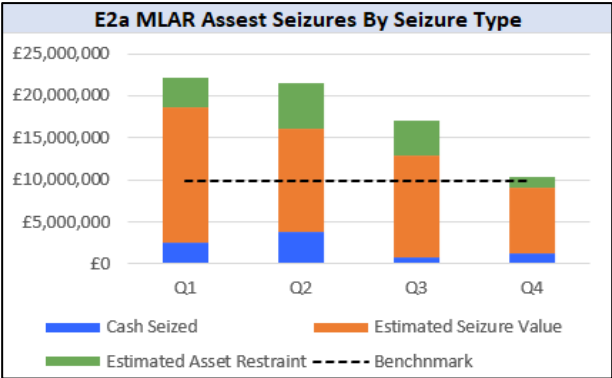
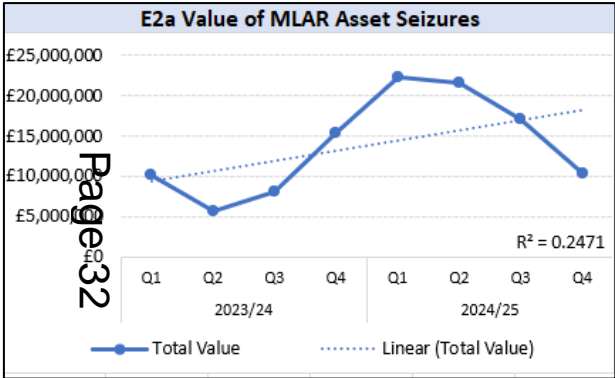
This is the first intensification of its kind and received high levels of media coverage.



Performance Measure 2: We will seize and restrain more criminal assets through including released asset denial activity

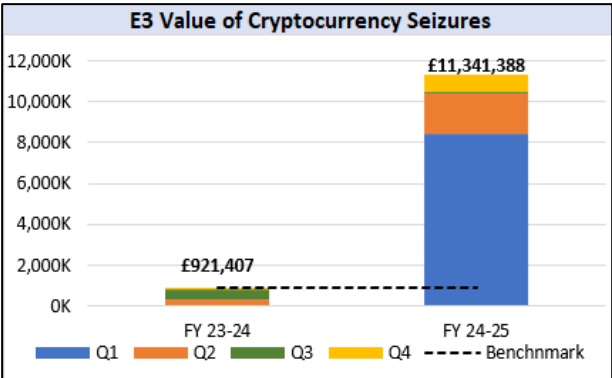
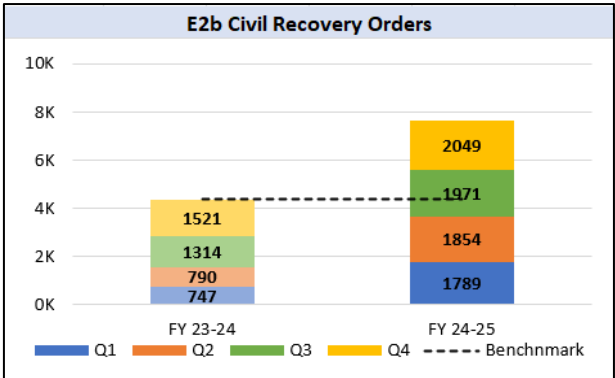
Performance Measure 3: We will provide training to policing on how to investigate and seize crypto assets. We will ensure accurate records of crypto assets seizures are maintained and provided.

Success Measures:	
E2a Increase the number of asset freezing orders, restrained assets, and recovered and confiscated assets.	↑
E2b Increase the number of Civil Recovery Orders.	↑
E3 Recover a higher number of crypto assets.	↑



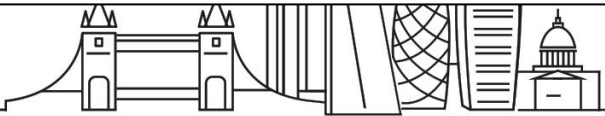
E2a In Q4 a value of £10,341,224 asset seizures were recorded for money laundering and asset recovery. This is a 33% (-£5,038,989) decrease from the same period in 23/24; however, February 23/24 was an unusually high seizure month. Overall, Q4 is reporting 5% above (+£509,672) the 23/24 quarterly average. Seizures have dropped in comparison to the previous quarter, but the annual figure is showing a significant rise.

E2b Previously, civil recovery orders were unavailable. Most civil recoveries are recorded as either disruptions in APMIS, or via a flag for Ancillary Orders. Please note that these figures are subject to change. Q4 is reporting a 35% increase (+528) in comparison to the same period in 23/24. Overall, figures are reporting 75% (+3,291) above the benchmark for 23/24.



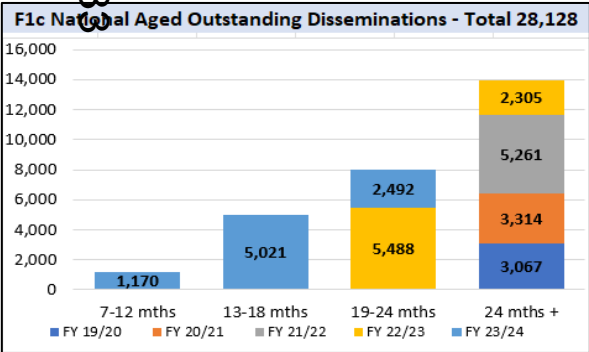
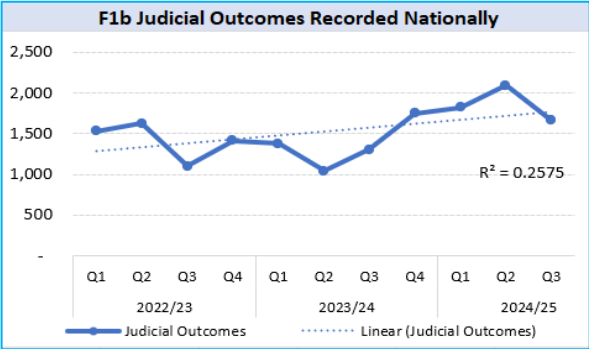
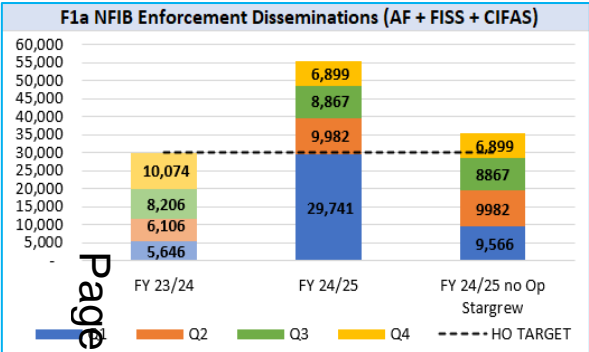
E3 For Q4, there has been £827,050 in cryptocurrency seizures. Overall, cryptocurrency seizures are reporting an 1131% (+£10,419,981) increase in comparison to 23/24. This increase can be explained by the new powers that came into force this year for crypto asset seizures.

It is believed that all ROCUs are seizing crypto assets, and in the last year ROCUs have also corrected some input errors on APMIS, inflating the 24/25 figures in comparison to 23/24.



Performance Measure 1: We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages.

Success Measures:		
F1a Increase the number of NFIB Pursue disseminations received and alternative positive outcomes (Outcome 22) – Home Office Measure	↑	
F1b Improve the judicial outcome rate and the alternative positive outcome rate – Home Office Measure	↑	
F1c Reduce the percentage of outstanding returns.	↑	



F1c For aged outstanding disseminations, data up to February 2025 reports 25% (28,128) of disseminations are marked as outstanding for England and Wales.

In comparison to Q3 24/25, this is a 7% decrease (-1,893), which is positive.

F1a NFIB disseminations decreased in Q4 by 32% (-3,175) in comparison to Q4 for the previous year. Overall, disseminations have risen by 18% (+5,282) in comparison to the previous year.

Q1 reported an increase due to Met led operation Op Stargrew, targeting a web-based platform described as a one-stop shop for phishing. The following quarters are reporting figures closer to normal range, however still larger than the previous year's average.

Home Office Target Exceeded

We are currently not able to measure alternative positive outcomes due to changes being made within the Home Office counting rules.

F1b Nationally, there have been 1,660 judicial outcomes during this period and 12,706 non-judicial outcomes. This represents a 43% (+2,199) increase in judicial outcomes in comparison to the previous year. NFA outcomes have increased by 6% (+2,244) in the same period. The Home Office quarterly target of 1,547 has been exceeded by 17% (1,049).

Home Office Target Exceeded

All 45 forces were compliant in providing outcome information in a timely manner in Q4.

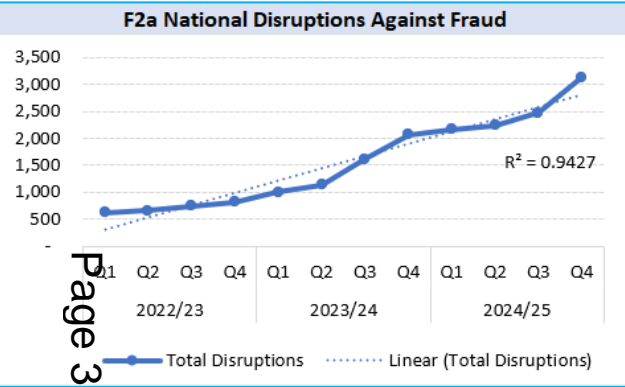


Total outcomes reported in a period can relate to disseminations from any time. The volume of outcomes fluctuates throughout the year as cases with varying numbers of crimes attached are completed. E.g. an investigation into a boiler room might have hundreds of outcomes attached to it and closing the case will give many outcomes, potentially bringing closure to multiple victims.



Performance Measure 2: We will deliver and co-ordinate regional Proactive Economic Crime Teams and uplifted National Lead Force teams to form part of the National Fraud Squad. The NFS teams will proactively target fraudsters and disrupt offending achieving criminal justice and alternative outcomes.

Success Measures:	
F2a Increase the number of disruptions against Fraud – Home Office Measure	↑
F2b Increase the number of disruptions against Fraud organised crime groups (OCGs).	N/A



F2a Nationally, there were 3,133 disruptions recorded for Q4. This is 132% above the quarterly benchmark for 23/24 (+1,782).

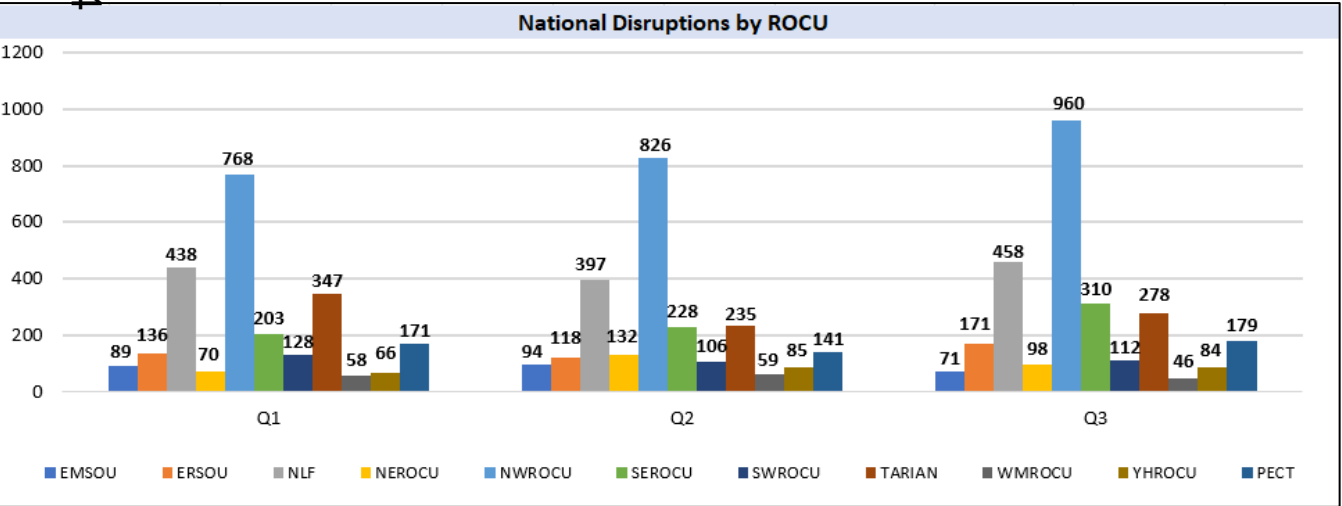
For fraud related disruptions there were:

- **15** major disruptions - 40% decrease (-10) in comparison to Q4 23/24
- **229** moderate disruptions - 79% increase (+101) in comparison to Q4 23/24
- **2,889** minor disruptions - 51% increase (+974) in comparison to Q4 23/24

Home Office Target Exceeded

F2b For OCG related disruptions, there is a software related issue which is currently in development, and we expect the data to be available for Q1.

Overall, there has been an increase in recording disruptions on APMIS, however the incorrect labelling of the different types of disruptions can cause a skew in the statistics. Ensuring the disruptions are correctly labelled as OCG disruptions can help to mitigate this. CoLP are engaging with all forces and regions to encourage the correct usage of this system.



Performance Measure 3: We will lead the National Fraud Squad to PURSUE identified high harm offenders through joint, centrally co-ordinated national operations and to participate in NECC led fraud intensifications throughout the year.

Performance Measure 4: We will support and assist the national development and implementation of the Fraud Targeting Cell by contributing resource and supporting the delivery of systems and processes. We will increase intelligence packages into the system leading to increased proactive operations

Success Measures:

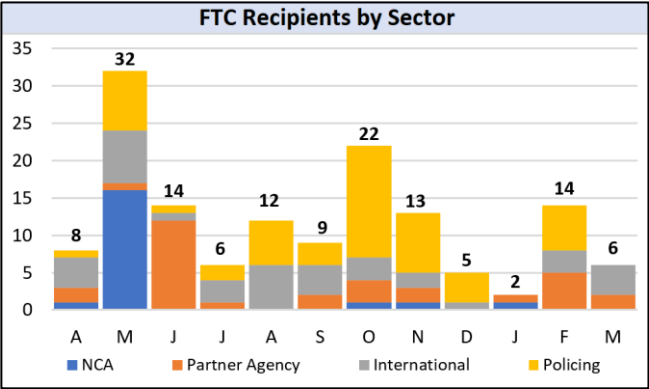
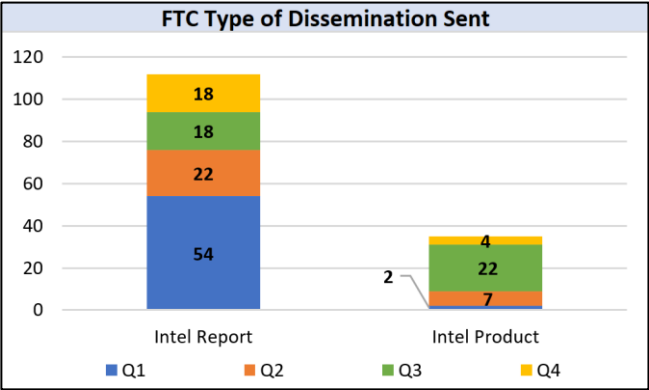
F3 Engage in all intensification efforts and target led national operations and evaluate operation-specific outcomes – Home Office Measure	↑
F4 Increase the number of Fraud Targeting Cell packages allocated, adopted and investigated – Home Office Measure	↑

F3 In Q4, Op Henhouse 4 ran throughout February. This operation is part of ongoing efforts to disrupt and dismantle organized crime networks involved in fraud and money laundering.

The operation was coordinated by the NECC and City of London Police and resulted in 422 arrests, 155 voluntary interviews, 362 cease and desists and a total of £7,526,971 in seizures. The operation involved every UK police force and several national agencies, including the Financial Conduct Authority and National Trading Standards. Feedback on Operation Henhouse 4 has been positive, highlighting the collaborative efforts of law enforcement agencies across the country. The operation's success is seen as a testament to the determination and hard work of officers and officials in combating fraud .

For Q1, Operation Barton will take place in May. This is a national, multi-agency initiative led by the National Economic Crime Centre (NECC) focusing on targeting venues complicit in laundering funds obtained from Payment Diversion Fraud. This operation aims to disrupt and dismantle networks in laundering money from Payment Diversion Fraud. The operation involves multiple agencies, including local police forces, the Financial Conduct Authority (FCA), and the National Crime Agency (NCA).

Home Office Target Met



F4 The Fraud Targeting Cell (FTC) is a multi-agency team, comprised of staff from CoLP and the National Crime Agency, and primarily focused on proactive, suspect led intelligence development into the highest harm fraud offenders impacting the UK.

In Q4, the FTC has been focusing on identifying intelligence and producing proactive intelligence development packages for Op Barton, with nearly 50 suspect addresses being developed by the team.

Operation Barton is a NECC led intensification focusing on targeting complicit venues being used to launder the funds from Payment Diversion Fraud. The intensification will involve ROCU's and multi-agency partners visiting identified venues, in order to disrupt and gather relevant intelligence to be fed back into the FTC and the NECC for further disruption and to answer intelligence gaps around Payment Diversion Fraud. The intensification will take place over three weeks in May.

Home Office Target Met

Performance Measure 5: We will develop and deliver a centrally co-ordinated National Fraud PROTECT Network that will align with the National Cyber PROTECT Network, share best practice, and promote local delivery of national messaging.

Performance Measure 6: We will deliver agreed and consistent content across the PROTECT network, to ensure consistent messaging in line with HMG guidance and promoting HMG systems and services.

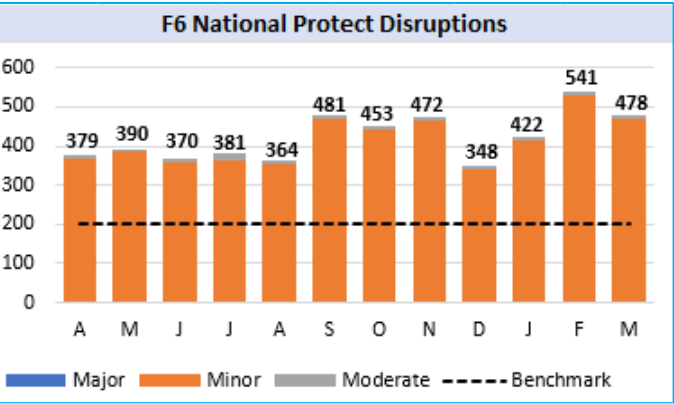
Success Measures:

F5a Increase the number of Protect engagement events and attendees – Home Office Measure	↑
F5b Percentage of protect engagement event attendees (organisations and public) satisfied with the engagement they attended – Home Office Measure	↑
F5c Percentage of protect engagement event attendees (organisations and public) likely to change their behaviours as a result of engagement – Home Office Measure	↑
F6 Increase the number of individuals reached with social media campaigns – Home Office Measure	↑

F5b&c The fraud protect surveys continue to be adopted by the national Fraud Protect Network during their presentations, events and interactions with citizens and businesses across the country. The National Lead for Protect and the Home Office have emphasised to the Regional Coordinators how important they are. Staff consistently receive high praise from attendees for the quality of information shared, and their delivery.

97% of individuals and 100% of businesses were satisfied with their engagement
100% of individuals and 97% of businesses were likely to change their behaviour

Home Office Target Met



F6 In Q4 1,441 disruptions have been reported, an 68% (+585) increase of the same period of 23/24.

It is expected that this trend will continue as Protect teams become fully staffed and embedded, and forces and regional teams increase recording on APMIS.

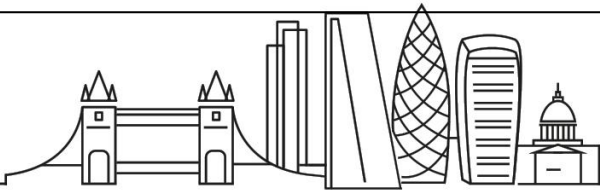
Home Office Target Exceeded

F5a 45 engagements were held across the network, with 184 attendees.

Some local campaigns supported by Protect staff include:

- WMROCU:** Worked with universities providing protection advice for students focused on rental fraud, as well as upskilling staff in fraud protection. Attended Aston University Student Accommodation in March to raise awareness of Fraud.
- NEROCU:** Worked with Police Cadets across Durham, Cleveland and Northumbria to deliver awareness of fraud, economic crime and risks. This was delivered to all 350 cadets and their leaders with some conducting Fraud Protect events within their communities.
- Met Police:** The Met Police delivered a Protect strand to their recent Op Callback Courier Fraud intensification and saw a 50% decrease in complete offences and a decrease of losses of 67%.
- ERSOU:** After receiving 40 reports of courier fraud in 2 weeks, Kent’s dedicated Fraud teams used the Comms capability in their Multi-Agency Against Fraud group to flood Fraud Protect messaging and sent out alerts to Banks. They were able to limit the number of victims who lost money to just 2 and of those were able to arrest an offender.

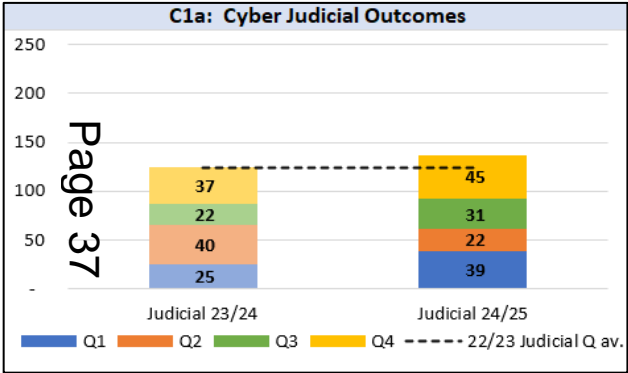
Home Office Target Met



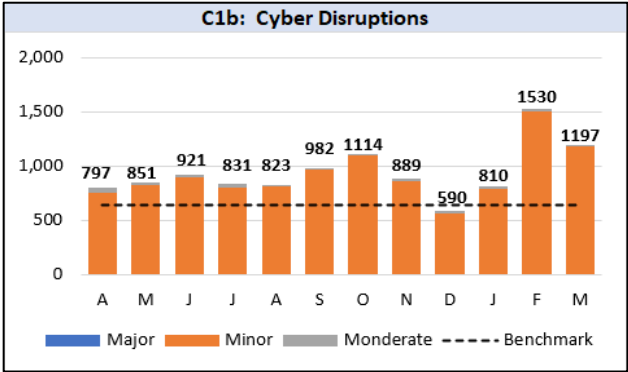
Performance Measure 1: We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages. We will ensure full and timely compliance from forces to record disseminations from the NFIB appropriately and that subsequent outcomes are reported back to NFIB correctly.

Performance Measure 2: We will increase intelligence led proactive operations and self-development operations regarding Computer Misuse Act offending, ensuring the relevant deconfliction safeguards are followed.

Success Measures:	
C1a Improve the judicial outcome rate	↑
C1b Increase the number of disruptions against cyber crime	↑
C2 Increase the number of operations involving the Computer Misuse Act (CMA)	↑



C1a Nationally, there have been 45 cyber judicial outcomes during this period and 4,949 non-judicial outcomes. This is a 22% (+8) increase in comparison to the same period of the previous year. Overall, judicial outcomes are reporting a 10% (+13) increase in comparison to the benchmark for the previous year.



C1b National cyber disruptions are reporting a 57% increase (+1,282) in comparison to the same period for the previous year. February figures are reporting as the highest month at 1,530. Overall, cyber disruptions have surpassed the benchmark for the entire 23/24 period by 48% (+3,702).

For Q4 there have been:

- 5 major disruptions - 25% increase in comparison to Q4 23/24 (+1)
- 62 moderate disruptions - 3% increase in comparison to Q4 23/24 (+2)
- 3,470 minor disruptions - 58% increase in comparison to Q4 23/24 (+1,269)

C2 On 3 February 2025, Police CyberAlarm began distributing Vulnerability Notification Packs and Malicious Notification Packs to national and regional Cyber Crime Units. Vulnerability packs are released monthly, while Malicious packs are distributed weekly. These packs help law enforcement allocate resources and capabilities to areas most at risk of compromise and conduct investigations into suspicious activities.

Further types of information packs are being developed to enhance this work, in conjunction with user requirement monitoring and performance management to assess the impact of Police CyberAlarm materials.

NPCC Cybercrime Team has progressed its partnership working with several private sector partners, developing intelligence opportunities to identify UK based cyber criminals. Since August 2024, the following intelligence packages have been disseminated to the network:

ERSOU (5), MPS (5), NWROCU (5), Police Scotland (2), SEROCU (2), SWROCU (2), YHROCU (2), CT (1), NERSOU (1), TARIAN (1), WMROCU (1).

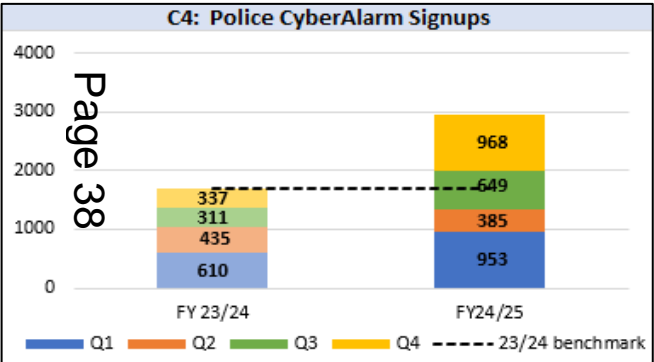
All packages have been accepted by the cyber network, although the tasking and feedback process continues to be formalised. As a result of the disseminations ERSOU have frozen around \$5 million USD frozen with Tether and SERCOU will imminently carry out executive action on a further package.

Performance Measure 3: We will develop the current PROTECT notification processes to ensure a consistent approach to both the direct PROTECT officer taskings and the notifications delivered at scale.

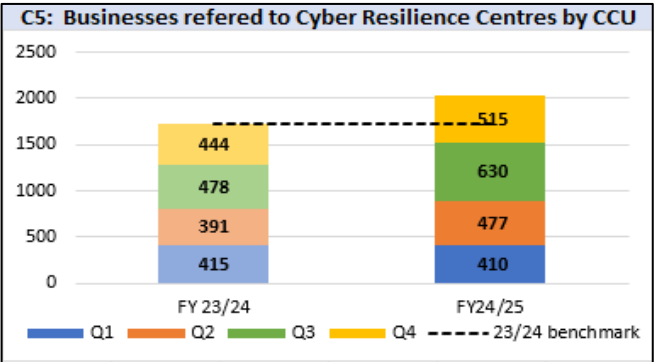
Performance Measure 4: We will ensure ROCUs and Forces are regularly using Police CyberAlarm to help support member organisations when issues are identified and use the data to inform and drive PROTECT, PREVENT and PURSUE activity. PROTECT Officers will promote Police CyberAlarm to all SME organisations they engage with.

Performance Measure 5: We will deliver the new NPCC Cyber Resilience Centre (CRC) Model. This includes the new Operating Model to deliver the levels of consistency and assurance required. CRCs and PROTECT officers will work together to support each other’s work and grow CRC membership

Success Measures:	
C3 Develop the Protect notification procedure and increase notifications issued.	↑
C4 Protect Officers to promote Police CyberAlarm to SME organisations.	↑
C5 Increase the number of Cyber Crime Unit referrals to Cyber Resilience Centres.	↑



C4 In Q4, 968 Small to Medium-sized enterprises (SMEs) signed up to Police CyberAlarm. This is a 187% increase in comparison to the same period for the previous year. Overall, performance is reporting 75% above the 23/24 benchmark (+1,262). This increase comes off increased focus by staff on the systems and process needed to grow and developing



C5 There has been an increase to the number of Cyber Crime Unit referrals to Cyber Resilience Centres. For Q4, there were 515 referrals made, this is a 16% increase (+71), in comparison to Q4 23/24. Overall, referrals are reporting 18% (+304) above the 23/24 benchmark.

C3 In Q4, the TCUK introduced a new initiative to complete 100% of NCA Triage, Incident and Tasking (TICAT), or NFIB Protect taskings, formalising performance reporting for Protect taskings. This quarter marked the first period of performance monitoring, with 124 Protect Notification taskings issued to the ROCU network. Of these taskings, 52% were related to ransomware and 31% to data breaches. The primary industries involved were retail/trade, financial and insurance, and information and communication. A total of 107 taskings (86.3%) were completed within the expected 28-day timeframe, with the completion percentage expected to update as we move into Q1 2025-26.

Protect Notification outcomes have been recorded to enhance the tracking of cybercrime in the UK and measure the impact of the Protect network. Notably, 23% of the Q4 2024-25 taskings resulted in confirmed incidents and crime reports.

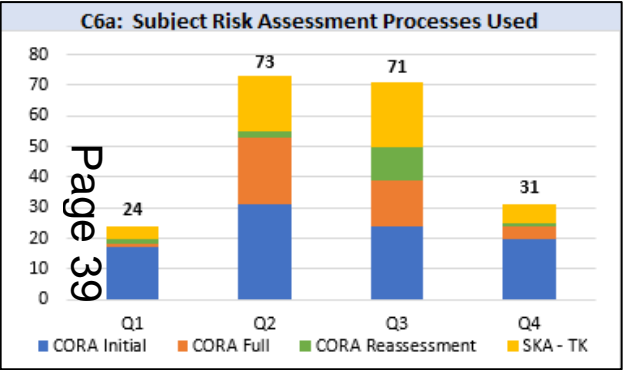


Performance Measure 6: We will develop improved referral process for new nominals - to include Target Operating Model and definition of when a referral should be made. We will introduce a single national or regional referral mechanism and implement risk assessment (CORA) and tasking mechanisms for PREVENT referrals.

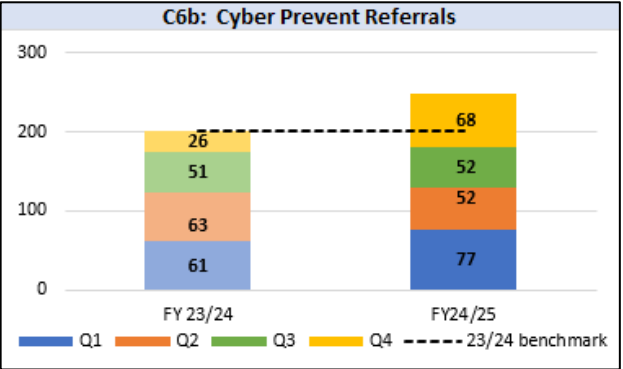
Performance Measure 7: We will roll out the Cyber & Digital Specials & Volunteers (CDSV) Programme and platform to every region and Force and ensure effective management and utilisation of CDSV skills across the network.

Success Measures:

C6a	Increase the number of CORA assessments made	↓
C6b	Increase the number of PREVENT referrals	↑
C7	Increase the number of CDSV Programme participants and their utilization across the network.	↑



C6a CORA was introduced to the Prevent network in 24-25, a baseline for its use has now been established which 25-26 performance can be compared against. The number of risk assessments using this process decreased in Q4 from 71 to 31, a decrease of 56% (-40).



C6b A total of 68 Cyber Prevent referrals were received in Q4, a 162% (+42) increase from Q4 the previous year. Overall, referrals have reported a 24% (+48) increased in comparison to the 23/24 benchmark.

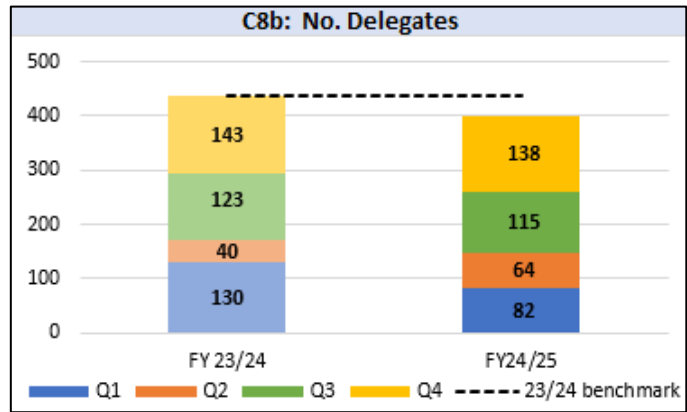
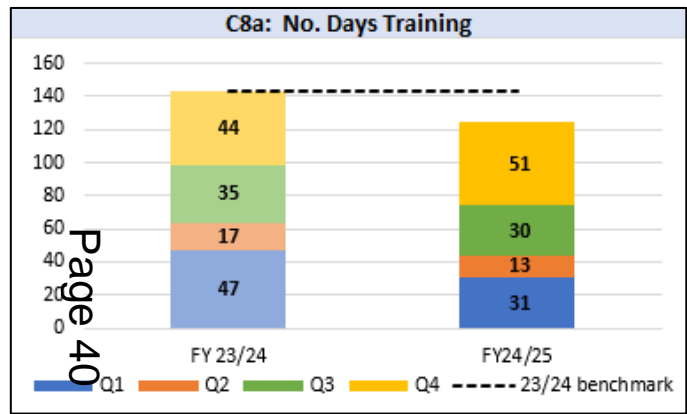
C7 In Q4, 12 new volunteers joined the network, bringing the total to 137 across 35 teams, including support for Counter Terrorism and TEI. An academic review of the CDSV scheme and specialist volunteering was completed in January, providing recommendations for specialist volunteering at national and regional levels, education and engagement volunteering, and victim care and recovery. Efforts are underway to integrate volunteering into O3C planning and the NPCC national Science and Technology profession.

CDSVs were increasingly invited to CPD events, such as the TCUK conference and National Cyber Prevent Network CPD webinar, showing growing investment in volunteers. There are also more instances of national and regional tasking, indicating growing awareness of the CDSV scheme.

Activities for Q4 included reviewing crypto transactions, Bash files, unexpected data edits, Linux forensics, and recovery of deleted files; implementing an offline AI tool, creating a chemical management database, improving deployment platforms, and increasing operational security for TEI; monitoring dark net markets and generating intelligence; delivering cyber exercises and the Lego game across sectors; presenting Cyber Protect and Prevent, AI, and the benefits of using volunteers in cyber; collaborating with CRCs and university students on educational video games; intensifying activities around online shopping scams (Op Henhouse); creating AI resources for Protect engagement events and social media; supporting Prevent nominal intervention, mentoring, and victim care (Action Fraud calls); and working with the MOSOVO team to identify SHPO breaches and advise offender managers.

Performance Measure 8: We will revise and roll out a clear training, CPD and accreditation pathway for all roles within TCUK, with regular reviews of the training needs analysis and advancements in technology / threats. NPCC Deliver new strategy and delivery with the Economic and Cybercrime Academy.

Success Measures:	
C8a Increase the number of Cyber training days	↓
C8b Increase the number of Cyber training delegates	↓



C8b The number of delegates followed a similar seasonal pattern to 2023/24, increasing throughout the year. Q4 is reporting an 3% decrease (-5) in comparison to Q4 for 20233/24. Overall, 2024/25 is reporting an 8% decrease in delegates (-37) in comparison to 2023/24.

SudoCyber is a gamified learning platform where access is provided to officers and staff across TCUK by NPCC Cybercrime to support initial learning and ongoing CPD. SudoCyber contains multiple short training modules called labs covering a variety of areas across the 4Ps. Compared to Q3, Q4 SudoCyber saw a 33% decrease in the completion of training labs.

The NPCC Cybercrime Team is now using AccessPlanit (the same platform as ECCA). In populating the cyber resources on the platform, the NPCC Team can now review and understand the capacity of the networks. The ability for regions and forces to book their own courses is now live as of February 2025.

The NPCC Cybercrime Team hosted three conferences during Q4, these events included presentations on strategy, best practice and case studies.

- 22-23 January 25 Pursue conference 229 attendees
- 18-19 March 25 TCUK National 4P conference 349 attendees
- 32 March – 1 April Cryptocurrency conference 274 attendees

C8a During Q4, 51 days of training were delivered to 138 delegates. The number of courses has decreased in comparison to Q4 for the previous year by 13% (-18), however Q4 is reporting as the highest quarter for 24/25.



Agenda Item 8

Committee(s): Economic & Cyber Crime Committee	Dated: 20/5/2025
Subject: Innovation & Growth – Update of Cyber & Economic Crime related activities	Public report: For Information
This proposal: <ul style="list-style-type: none">• delivers Corporate Plan 2024-29 outcomes• provides statutory duties• provides business enabling functions	Dynamic Economic Growth
Does this proposal require extra revenue and/or capital spending?	No
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: Executive Director, Innovation and Growth	Damian Nussbaum
Report author: Head of FPS Technology, Innovation & Growth	Adam Summerfield

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, focusing on cross-team working between IG and the City of London Police (CoLP) since the Economic & Cyber Crime Committee (ECCC) last convened in February 2024. The report provides an update on IG's work on digital verification, cybersecurity talent and anti-money laundering.

Links to the Corporate Plan

The activities set out in this report help deliver against the Corporate Plan's outcome to support dynamic economic growth. Specifically, ensuring that the City has the safest, most secure business environment in the world and promoting the UK as a place that is open, innovative, and sustainable.

Main Report

Innovation & Growth/City of London Police cross-team working

1. We continue to use this report to highlight 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

2. As set out in this paper, IG is working in close consultation with the CoLP and Police Authority on several in-flight, high-profile workstreams. Although all inputs are of significant value, a particular highlight was the participation of the CoLP (DCI Simon Welch) and the Police Authority Board Chair in the IG and Police Authority hosted event on 13 March to mark the publication of the Financial Action Task Force's landmark [report](#) on detecting, disrupting and investigating online child sexual exploitation.
3. In collaboration with the Police Authority team, IG drafted a stakeholder engagement plan to support engagement with the financial and professional services sector on the policing response to fraud, focusing on CoLP's role as a National Lead Force for fraud. The plan includes key messaging (agreed with the CoLP), stakeholders targeted and opportunities for engagement. Further, IG has subsequently supported the Police Authority team with its early draft paper for the Policy & Resources Committee covering the City Corporation's advocacy and influence in support of the CoLP and defining 'economic security' for the purposes of City Corporation activity.

Digital verification

4. On 25 March, we published [Securing growth: the digital verification opportunity](#) at a launch event in the Guildhall. The report, which we wrote in collaboration with EY, proposes a model for a UK digital verification service for individual users of financial products and services.
5. The report was informed by extensive private and public sector engagement, including with the Police Authority. Reflecting that engagement, the model we propose builds on a 'big move' set out in our flagship [Vision for Economic Growth](#) report, published in October 2023. As set out in that report, we consider that the economic benefits of implementing a scalable digital verification service in the UK are significant. Our projections indicate a minimum £4.8bn increase in economic output by 2031 through fraud loss mitigation and the modernisation of digital services. The fraud loss mitigation element is particularly material, estimated at a minimum of £3bn by 2031.
6. In summary, the report advances a conceptual, hybrid model that integrates elements from both federated and decentralised approaches. At the core of this model is the 'orchestrator,' an independent entity that facilitates secure information exchange among users, Relying Parties, and Identity Data Providers.

7. The report has landed well with our key stakeholders, so we are looking to leverage this momentum in our advocacy activities, to ensure our recommendations are implemented as quickly as possible. In parallel, we will also work with key public and private sector stakeholders to flesh-out how the 'orchestrator' proposed in our model will operate in practice. We will continue to work closely with the Police Authority during this phase of the project, to ensure its views are reflected in our outputs and advocacy.

Cybersecurity Talent initiative

8. A roundtable is being held to hear experts' views on what policy interventions CoLC could explore to drive change in the cybersecurity talent space. Several CoLP colleagues were invited to attend.
9. This work is being led by the Skills and Workforce Team within IG. The findings from the roundtable will help produce a draft programme of work which they can then refine, research and deliver over the next 18 months. Separately, the team met with CoLP Commissioner Pete O'Doherty and Deputy Commissioner Nik Adams to update them on plans for this programme of work.

Anti-money laundering

10. On 13 March, we hosted an event at the Livery Hall - co-sponsored by the UK Government, the Australian Government, and the Financial Action Task Force (FATF) - to mark the publication of the FATF's landmark [report](#) on detecting, disrupting and investigating online child sexual exploitation.
11. With an estimated 300 million children globally, or 1-in 8 of all children, affected by some form of online sexual exploitation, the FATF report examines financial flows related to the live-streamed sexual abuse of children and financial sexual extortion of children. Anti-financial crime interventions are critical to stopping these abhorrent crimes. The report explores how financial intelligence can be used to detect and disrupt this activity to keep children safe.
12. The event featured keynote comments from the FATF President (Elisa de Anda Madrazo), the Australian High Commissioner (The Hon. Stephen Smith), and the UK Economic Secretary to the Treasury (Emma Reynolds MP). The CoLP was represented on the panel (DCI Simon Welch), which also featured senior representatives from other key organisations such as HM Treasury, Interpol, the Australian Federal Police and UK Finance.
13. Further, the event was opened by the Police Authority Board Chair, Tijs Broeke. In his opening comments, the Police Authority Board Chair highlighted the pivotal role of the FPS sector - and the CoLP - in safeguarding the most vulnerable in our society.
14. The event has hosted by the CoLC in collaboration between IG and the Police Authority. We will continue to engage with the Police Authority on discrete workstreams relating to anti-money laundering, including – but not limited to – activity in the lead-up to the FATF's next mutual evaluation of the UK, due to take place in 2027.

Corporate & Strategic Implications

15. Strategic implications - This work supports the Corporate Plan outcome to drive dynamic economic growth.
16. Financial implications - All budgets are contained within existing departmental budgets and business planning.
17. Resource implications - All resourcing requirements are scoped as part of departmental business planning.
18. Legal implications - None identified for this paper.
19. Risk implications - None identified for this paper.
20. Equalities implications - The stakeholder work as part of this work is mindful of balancing the needs to have the right stakeholders identified while also supporting the City Corporation's EDI commitments.
21. Climate implications - None identified for this paper.
22. Security implications - None identified for this paper.

Conclusion

23. IG will continue to engage with the CoLP and the Police Authority on economic crime and cyber through the ongoing initiatives set out in this paper, as well as any emerging issues that may arise. We will also continue to engage with the CoLP in relation to its National Lead Force role, utilising the force's briefing in our own engagement with relevant external stakeholders (including, but not limited to, FPS firms).

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