

## CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION

<b>Committee(s):</b> Economic Crime Board	<b>Date(s):</b> 5 April 2019
<b>Subject:</b> National Lead Force Performance for the 11 months to 28 Feb 2019	<b>Public</b>
<b>Report of:</b> Commissioner of Police	<b>For Information</b>
<b>Report author:</b> DCS Peter O'Doherty	

### Summary

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force (NLF) for Fraud for the eleven months to 28 February 2019, regarding National Fraud Intelligence Bureau, NLF/Fraud teams and Economic Crime Academy (ECA). Where data is available this performance has been compared against the same period for the previous year (PY).

#### Pursue

- For the eleven months to 28 February of 2019, Action Fraud crime reports to the NFIB totalled 308,883, a **14%** 38,922 increase in the number of crimes reported to Action Fraud compared with the PY.
- At the end of February 2019, City of London Police ECD are currently managing **642** live investigations of which **59** are distinct to fraud teams/NLF.
- ECD has currently identified **12** active OCGs.

#### Protect

- The average Overall satisfaction with products and alerts issued by the NFIB is **94% (262/278)**. Highest levels of satisfaction are registered in relation to how alerts are “informative” and “clear”.
  - 30 new materials have been created using gov-approved messaging with 7 public-facing alerts disseminated.
  - The overall reach of gov-approved messaging via policing was on average 4,850,389 per month over this current quarter with campaigns including: HMRC’ Anti-Phishing, Safer Internet Day, Action Fraud’s #fauxmance, and Cyber Aware’s Life Updates.

**Prepare**

- Up to 28 February 2019, **83** courses delivered by the Economic Crime Academy (ECA) attended by **1,065** delegates, amounting to **3,748** training days delivered.
- **99%** delegate satisfaction with the attended courses.

**Victim Service – Action Fraud**

- 96% (972/1,010) of those surveyed indicated that they understood the fulfilment recent email / letter received.
- 81% (361/444) of the respondents that reported via the new web reporting tool were satisfied with this service
- 66% (292/444) of these indicated that they were satisfied with the crime prevention advice found on the Action Fraud website.
- 95% (539/566) of the respondents that reported via the Contact Centre, were satisfied with how the call was handled by the advisor.
- 93% (526/566) of these respondents indicating that they were satisfied with the call handlers knowledge of the crime reported.

**Recommendation(s)**

It is recommended the Board note this report.

## **Main Report**

### **1. BACKGROUND**

This report outlines the quantitative and qualitative performance of City of London Police as the National Lead Force for Fraud for the 11 months to 28 February 2019. Where data is available this performance has been compared against the same period for the previous year.

The report is across five areas:

***Pursue*** – to reduce the economic crime threat through the coordinated investigation of the individuals or groups engaged in economic crime and the disruption of their activities

***Protect*** – to strengthen the protection of individuals, communities, systems and infrastructure against economic crime

***Prepare*** – to reduce the impact of economic crime by dealing effectively with the ongoing criminality and future threat.

***Prevent*** - prevent people being enticed into facilitating Economic Crime & Fraud, design prevent interventions.

***Victim Service*** – to maximise victim service and satisfaction.

## 2. PURSUE

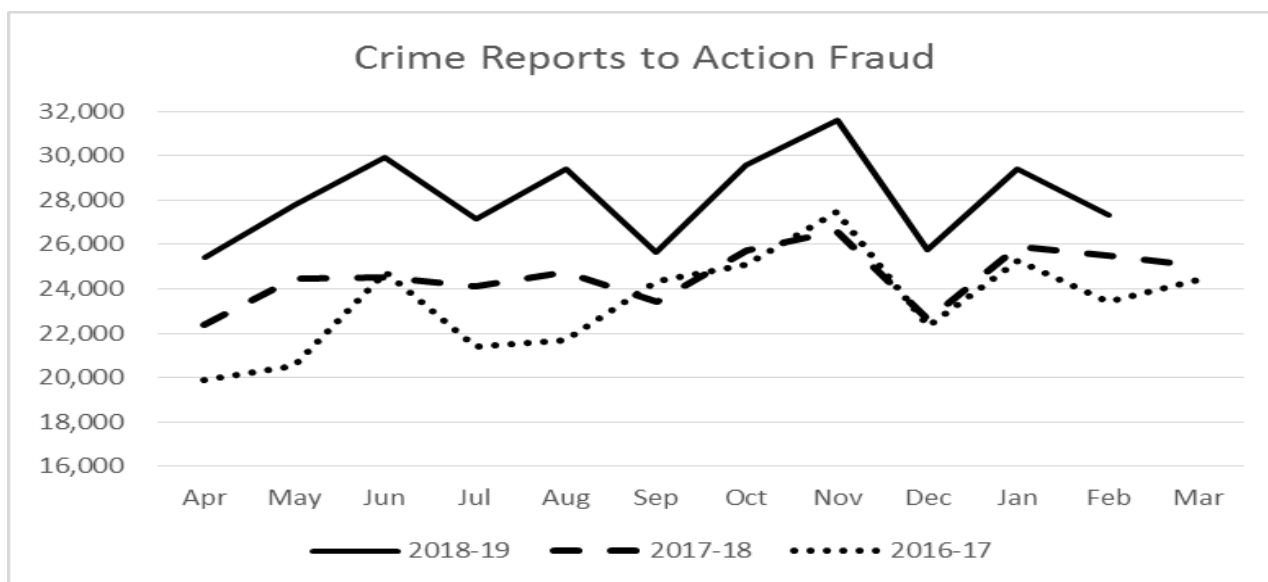
### 2.1 National Reporting - Crimes reported to Action Fraud

- Crime reports to Action Fraud have continued to rise throughout 2018/19. The month of February reflected a 7% rise (1,793) when compared to February 2018. YTD there has been a notable increase of 14% **(38,922)** in crimes reported to Action Fraud.

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	YTD
2018/19 Crime Reports	25,397	27,761	29,899	27,139	29,400	25,640	29,599	31,581	25,792	29,378	27,297	<b>308,883</b>
2017/18 Crime Reports	22,362	24,446	24,543	24,100	24,780	23,443	25,738	26,574	22,585	25,886	25,504	<b>269,961</b>
% Increase (Decrease)	14%	14%	22%	13%	19%	9%	15%	19%	14%	13%	7%	14%

- This increase can be attributed in part to the continued awareness and greater understanding of the Action Fraud reporting system.

Below table indicates the monthly volumes with prior year month comparatives.



\*June and August 2018 were high reporting months, August was particular driven by a large volume of other advance fee frauds being reported nationally.

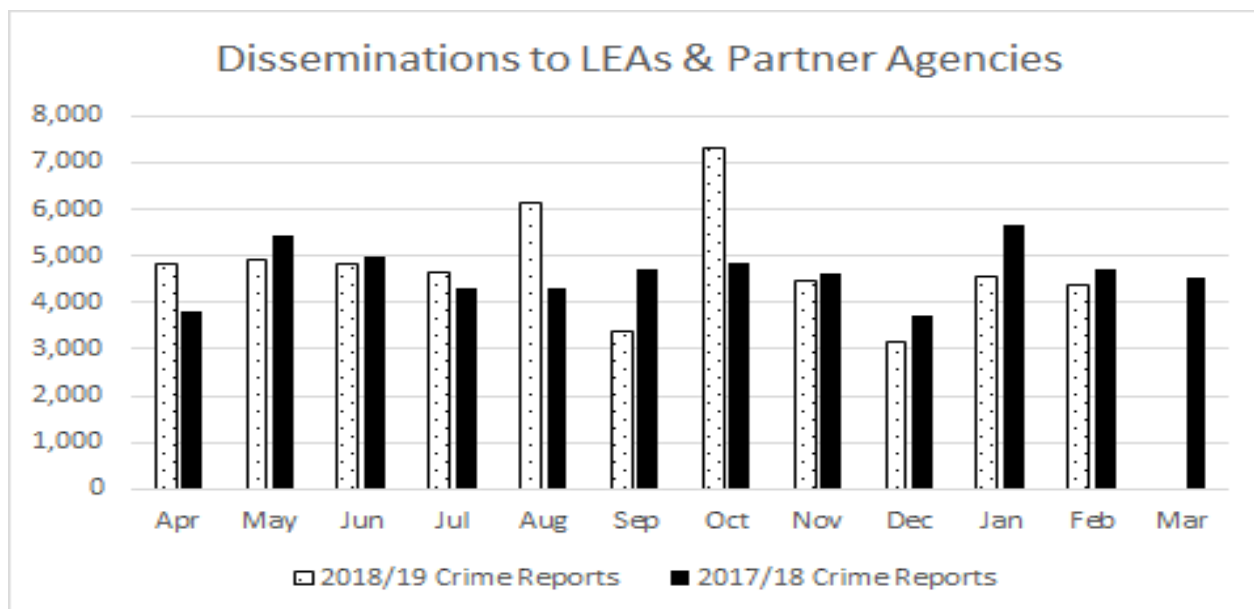
**\*\*Appendix A - indicates the volume by fraud type reported to Action Fraud, for the month of February 2019.**

#### National Dissemination Table:

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	YTD
2018/19 Crime Reports	4,810	4,915	4,849	4,628	6,115	3,398	7,289	4,461	3,174	4,578	4,369	<b>52,586</b>
2017/18 Crime Reports	3,790	5,418	4,977	4,327	4,305	4,710	4,860	4,616	3,733	5,668	4,729	<b>51,133</b>
% Increase (Decrease)	27%	-9%	-3%	7%	42%	-28%	50%	-3%	-15%	-19%	-8%	3%

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- For the 11 months to 28 February 2019, there has been a 3% (1,453) increase in the number of NFIB disseminations, to forces and LEAs with over the same time period last year.
- The new action Fraud system went live within the NFIB on Monday 15<sup>th</sup> October 2018. The increase in October is due to legacy cases from the old system being disseminated to forces.



Demand (Disseminations sent to CoLP from NFIB):

Disseminations	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Total
City of London	4	7	26	66	47	36	3	3	20	8	31	251
NLF	0	0	0	0	1	1	1	0	0	0	0	3
DCPCU	1	0	0	1	173	1	0	0	4	4	1	185
IFED	1	12	8	18	8	0	0	0	1		1	49
PIPCU	0	1	0	0	0	0	0	0			1	2
<b>Total</b>	<b>6</b>	<b>20</b>	<b>34</b>	<b>85</b>	<b>229</b>	<b>38</b>	<b>4</b>	<b>3</b>	<b>25</b>	<b>12</b>	<b>34</b>	<b>490</b>

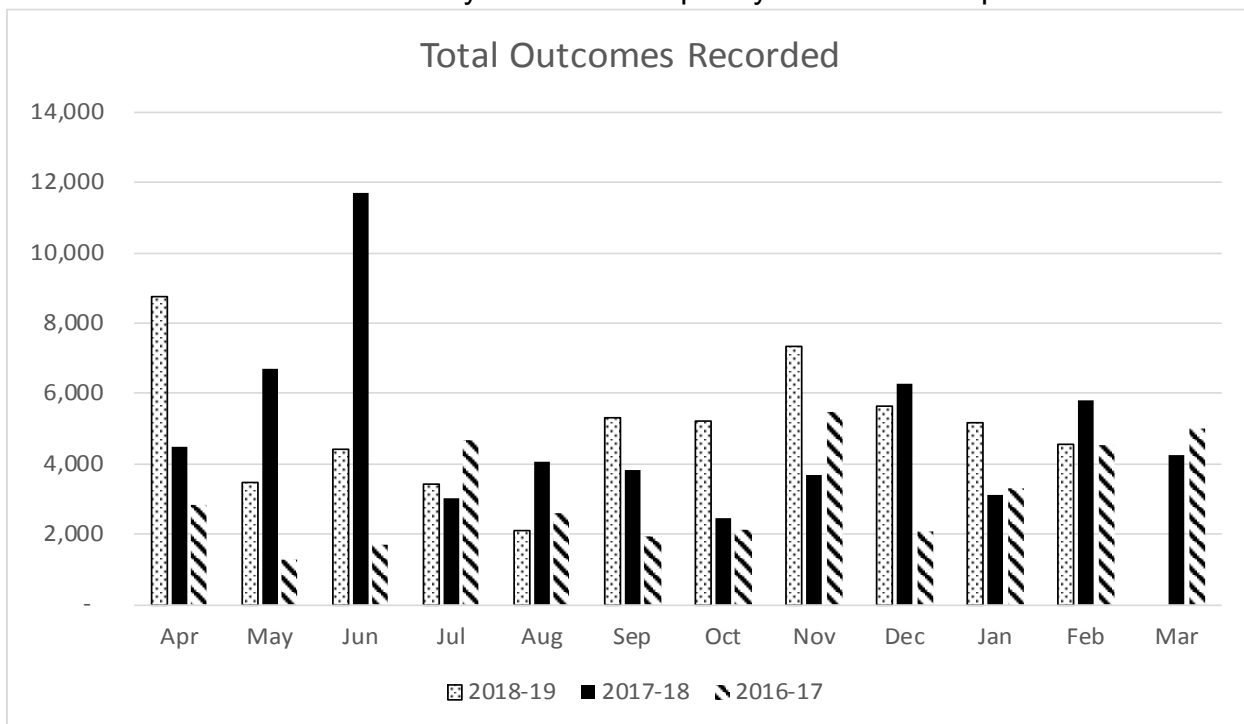
The number of outcomes back from Forces is outlined in the table below.

Total Outcomes Reported	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total
Judicial	1,451	470	1,095	339	293	735	1,029	1,005	714	656	600	8,387
NFA	7,283	3,025	3,325	3,083	1,828	4,584	4,204	6,348	4,922	4,502	3,978	47,082
<b>Total</b>	<b>8,734</b>	<b>3,495</b>	<b>4,420</b>	<b>3,422</b>	<b>2,121</b>	<b>5,319</b>	<b>5,233</b>	<b>7,353</b>	<b>5,636</b>	<b>5,158</b>	<b>4,578</b>	<b>55,469</b>

- NFIB are now receiving an average 5,000 outcomes per month, nationally back from forces for the 11 months to 28 February 2019.

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- Below table indicates the monthly volumes with prior year month comparatives.



\*June 2017 was a high return month due to MPS returning 6,202 outcomes. 12% were judicial.

- Outcomes from CoLP

Outcomes	Force	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Total
Judicial	City of London	160					2	54		6		5	227
	DCPCU	2		3			2	7	177	1	2	1	195
	IFED	49					27	1			50		127
	National Lead Force		1			1							2
<b>Judicial Total</b>		<b>211</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>31</b>	<b>62</b>	<b>177</b>	<b>7</b>	<b>52</b>	<b>6</b>	<b>551</b>
NFA	City of London		20	5	43	2	19	15				4	108
	DCPCU	1		3			3			1	1	2	12
	IFED	77					5	16			69		167
<b>NFA Total</b>		<b>78</b>	<b>20</b>	<b>8</b>	<b>43</b>	<b>2</b>	<b>27</b>	<b>31</b>	<b>1</b>	<b>1</b>	<b>70</b>	<b>6</b>	<b>287</b>
<b>Total</b>		<b>289</b>	<b>21</b>	<b>11</b>	<b>43</b>	<b>3</b>	<b>58</b>	<b>93</b>	<b>178</b>	<b>8</b>	<b>122</b>	<b>12</b>	<b>838</b>

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### Summary

The table below shows a comparison of crimes reported, disseminations and recorded outcomes at the Year End point for the past three years.

	2015/16	2016/17	2017/18	17/18 – 16/17 change	11 Months to 28 Feb 2019
Crime reports to Action Fraud	234,201	280,706	294,984	5% ▲	308,883
Disseminations	72,654	68,606	55,671	19% ▼	52,586
Judicial outcomes	9,873	8,105	9,476	17% ▲	8,387
Non-judicial outcomes	26,346	28,146	49,968	78% ▲	47,082
Total outcomes	36,219	36,251	59,444	64% ▲	55,469
Outcome %	15%	13%	20%	7% ▲	18%

\*Appendix 1 – Shows for February 2019; reports to AF

### 2.2 National Disruptions - NFIB

- There were **646** website suspension requests and 885 email suspension requests made to the first 11 months to 28 February 2019, compared to 694 and 585 respectively for the prior year period to 28 February 2018.

#### 2.3.1 Organised Crime Group Disruptions

- At the time of reporting, the ECD has currently identified **12** active OCGs. As of February, a further 105 were deemed inactive. All are currently mapped, across fraud, counterfeit goods or ML offences.

### 2.4 National Lead Force Referrals

- Investigations are categorised into City of London Police cases and NLF cases. City of London Police cases are those investigations into matters occurring within the jurisdiction of the square mile and NLF cases are those which have satisfied the NLF cases acceptance process. A majority of City of London Police cases have a national or complex element to them and such factors would constitute a NLF enquiry. Overlap between the categories of City of London Police and NLF is often due to international enquiries, possible threats to the UK economy, and high volumes of victims and the complexity of enquiries.
- In total, as of 28th February, there are 59, NLF/ City based fraud investigations, 175 from the Money Laundering Investigations unit and an additional 408 being conducted by CoLP funded units, this totals as follows (**IFED 246, PIPCU 51, DCPCU 111**).

## **NLF OPERATIONS UPDATE**

- CoLP through its NLF Fraud Investigation Teams is currently managing in excess of 11,000 victims
- NLF and Fraud teams are now working to a set of new key operational principles focussed on effective and efficient investigations, a key ambition is to expedite investigations and progress cases to outcome within a 2 year period.

## **PROTECT**

### **3.1 Quality and reach of NFIB protect alerts**

At the time of completing the survey recipients are also encouraged to provide feedback to help the continuous improvement of the products and alerts created.

		<b>11 months to 28 February 2019</b>
Percentage of <u>all</u> respondents that were satisfied with the alerts		94% (262/278)
Percentage of respondents agreeing that the alerts were:	Informative	90% (251/278)
	Relevant	89% (246/278)
	Timely	70% (223/278)
	Clear	91% (252/278)
	Actionable	77% (213/278)

To increase the reach of alerts City of London Police uses additional platforms, such as the Neighbourhood Alerts Service which currently has **560,000** contactable users, which then reach in turn approximately 3 million individuals.

### **3.2 Social Media**

Action Fraud has continued to deliver and increase its digital reach during 2018/19, sharing several key Pursue and Protect messages. In order to achieve the greater reach Action Fraud has achieved an increase in both Twitter and Facebook followers.

Action Fraud currently has:

- **51,608** Twitter followers which reached in excess of 1 million people (1,049,051)



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- **52,410** Face Book followers which reached 437,852 people

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Number of unique web site visitors	294,096	295,920	301,635	314,708	265,553	290,793	267,155	221,775	165,911	226,029	201,418
Number of website impressions	898,625	889,778	922,896	1,169,867	1,025,362	1,091,693	778,543	545,446	405,594	552,657	487,805
Number of Facebook impressions	1,097,813	676,403	698,464	1,416,527	1,009,342	931,156	958,740	822,797	575,583	569,191	437,852
Number of Twitter impressions	1,171,903	985,010	1,164,593	1,295,485	1,347,600	1,042,400	957,414	1,307,244	1,120,978	706,289	1,049,051
Website page visits from Facebook	8,739	7,725	6,609	24,143	9,465	12,953	9,879	7,737	6,893	11,654	8,581
Website page visits from Twitter	3,020	2,336	2,260	6,394	2,923	2,377	1,814	1,652	1,193	2,135	2,397
Cumulative number of Twitter followers	45,112	45,574	46,115	46,669	47,352	48,101	48,507	49,811	50,357	50,988	51,608
Cumulative number of Facebook follow	44,805	15,246	45,838	46,856	47,534	48,300	49,107	50,481	51,247	51,945	52,410
Action Fraud Twitter engagements	20,212	16,950	15,454	25,708	16,421	14,416	19,326	16,151	8,713	8,734	13,653

### 3.2.1 Media stories

Action Fraud's fauxmance campaign:

- Don't invest your heart in a fauxmance: Latest Action Fraud campaign warns that victims lost over £50 million to romance fraud in 2018. This is an average of £11k per victim.

DCPCU:

- A gang of fraudsters based in South London who used compromised card details and "money mule" accounts to commit almost £200,000 of fraud have been sentenced at Southwark Crown Court. This follows a successful investigation by the Dedicated Card and Payment Crime Unit (DCPCU). As a result, a total of ten defendants were sentenced to over nine years in prison.

IFED – Commercial Property Fraud

- The Insurance Fraud Enforcement Department (IFED), which has now secured 239 years in custodial sentences, is celebrating its seven year anniversary this month (January 2019).
- Since its inception in 2012, IFED has convicted 433 insurance fraudsters, leading to 239 years in custodial sentences, 108 years in suspended sentences, 13,355 hours in community orders and over £100,000 in fines.
- The unit's financial investigators have also made 135 financial orders, with a total of £2,647,738 being forfeited by insurance fraudsters

NCO / NLF

- In a first for the City of London Police, Commander Karen Baxter and Detective Chief Supt Pete O'Doherty attended Parliament's Treasury Select Committee at the House of Commons on Tuesday 8 January 2019 to talk about the impact of economic crime on consumers.
- The ongoing inquiry is looking at the current regulatory landscape, weaknesses in legislature, the scale of economic crime, the latest trends,

consumer education and the effectiveness of financial institutions in combatting economic crime.

- Chaired by Nicky Morgan MP, the Committee highlighted the important contributions that Action Fraud, the NECC and the Banking Protocol have made toward combatting fraud nationally.

### **3.3 Protect Campaigns and Events**

#### **Coordinating a national response**

- NFIB Cyber PROTECT team have conducted a number of activities with the aim of reducing the impact of cybercrime over the quarter. This has included supporting and coordinating the ROCUs by producing new materials and supporting national campaigns. Current figures to date for the quarter:
  - 30 new materials have been created using gov-approved messaging with 7 public-facing alerts disseminated.
  - The overall reach of gov-approved messaging via policing was on average 4,850,389 per month over this current quarter with campaigns including: HMRC' Anti-Phishing, Safer Internet Day, Action Fraud's #fauxmance, and Cyber Aware's Life Updates.
- Over the quarter we have also taken part in 7 engagements with public and industry, including being on the BBC's Fake Britain, Crimewatch Roadshow, and Radio 4, and support industry at HSBC International Franchise Expo and the regional network at the All Wales Cyber Bus Tour.
- NFIB have recently joined a forum which is aimed at helping the police, and our public and private sector partners to share information, discuss ideas and opportunities and encourage greater collaboration. This allows for us to have increased access to front-line staff / officers ensuring they have access to the latest PROTECT advice – developing our cyber capabilities.

#### **Working in partnership**

- NFIB Cyber PROTECT continue to work collaboratively with other organisations to support the aims and objectives of the National Cyber Security Strategy.
- NFIB recently met with the NCSC to discuss advice to victims and how best as Team Cyber UK we can continue to PROTECT individuals and organisations against cyber crime in the future.
- NFIB hosted the Multi-Agency Campaign Group quarterly meeting. We discussed best practice from Fraud Advisory Panel's Charity Fraud

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Awareness Week and the latest on GCA's Cyber Security Toolkit for Businesses.

### **Enhancing the threat picture**

- NFIB Cyber PROTECT continue to lead on producing the latest intelligence for law enforcement and supporting the development of front-line cyber policing.
  - The intelligence team have produced x45 Cyber Force Profiles, a TV Licensing Phishing Alert, and a reporting on Malware over the quarter and provided analytical support to the a number of partner agencies.

### **PREPARE**

#### **4.1 Economic Crime Academy (ECA)**

The ECA is piloting a Specialist Fraud Investigators Programme with Guernsey police specifically aimed at crown dependencies. If successful it will be promoted to others in this group.

#### **Statistical update – to 28 February 2019**

	<b>PYTD</b>	<b>2018/19 YTD</b>	<b>% Change</b>
Total courses	83	91	10% ▲
Total course delegates	1,065	911	14% ▼
Total delegate days delivered	3,748	3,708	1% ▼
Delegate satisfaction	99%	99%	0%

#### **ECA Police Transformation Fund Grant**

- The bid for a grant from the Home Office's Police Transformation Fund (PTF) was successful. The grant, which runs from April 2018 until March 2020, was not confirmed until mid-financial year.
- Due to the late confirmation of the funding most previously 'open' courses run from April 2018 have been converted to be run as PTF courses. Forces have been informed about the funding and advised as to their allocation of places over the two year period.
- The Police Transformation Fund (PTF) training has progressed well with the ECA expecting to train a total of 238 delegates across the two courses this financial year.
- There have been five mentors courses run to date and more are being timetabled throughout next year. The mentors assist the delegates from the SFI

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course to complete their portfolio of evidence when back in the workplace. These sessions are included in the price of the SFI course.

- PTF courses to February have been run solely using current ECA staffing which is not sustainable for the uplift in courses in 2019/20. Only two of the four PTF trainers have been successfully recruited with associate trainers and business as usual (BAU) trainers covering the shortfall which may not be sustainable in the medium to longer term and has led to BAU work having to be turned down.
- The immersive learning contract has been awarded; this will significantly enhance the learning experience on the courses, replacing paper feeds for the case studies and allowing more options when exploring how the investigation progresses. The hardware is expected to be ready for end March 2019. The case studies need writing and then loaded onto the system with the expectation the pilot will be in June.

### **4.2 National force engagement**

#### Banking Protocol update

	<b>Feb-19</b>	<b>11 months to Feb-19</b>
Amount Prevented	3,270,031	35,671,600
Arrests	15	230
Emergency calls made	597	5,818

- Banking Protocol was developed as a partnership between the finance industry, police and Trading Standards, the Banking Protocol enables bank branch staff to contact police if they suspect a customer is in the process of being scammed, with an immediate priority response to the branch. Branch staff, call handlers, police and trading standards officers in each area have all been trained in the Banking Protocol and the steps that need to be taken when a customer is at risk
- As well as stopping frauds taking place, the scheme ensures a consistent response to potential victims and gives them extra support to prevent them becoming a victim in the future.

#### HMICFRS Inspection programme update

- The thematic report in to fraud is due to be published this quarter (end March 2019 / beginning April 2019) and an Action Plan for recommendations affecting CoLP is being prepared.
- The NFIB and Action Fraud were inspected in February as part of the Cyber Dependent crime thematic inspection, the fieldwork in forces will continue until June 2019, CoLP is not being inspected as a force for this report, just its national cyber reporting remit. It is expected that the cyber-dependent thematic report will be published late 2019 early 2020

## **5 PREVENT**

### **5.1 Pilot - Mini Police**

- Sessions and content have been tested with various year groups at a school outside of London. Feedback has been positive and supported the development of content, to ensure it is both topic and age appropriate.
- COLP has re-engaged with Sir John Cass's Primary School and will be running more sessions after Easter.
- The National VPC is currently conducting a large scale evaluation with academic researchers on Mini Police programmes across the country. The findings of this are expected to be published in the spring and will inform how COLPs programme is rolled out on a wider basis.

## **VICTIM SERVICE**

### **6.1 Action Fraud reporting satisfaction**

- From April 2018 until 30th September 2018, 5,335 victims completed the Old online Action Fraud reporting satisfaction survey template which collated positive, neutral and negative responses. 91% of the victims who received confirmation that their report had been recorded as a crime had a positive or neutral experience of the process.
  - 73% (3,911 / 5,335) had a positive experience
  - 18% (951 / 5,335) had a neutral experience
- On the 6th of October 2018, 14 new surveys were introduced simultaneously with the launch of the web tool, replacing the previous satisfaction survey. The new surveys capture victim satisfaction from the start to the end of the reporting process and contain questions specific to the fulfilment letter / email received. A number of surveys now collate responses from victims who reported using the online reporting tool and those that reported via the Contact Centre, separately. The surveys no longer contain the question asked in the old survey "how satisfied were you with the Action Fraud reporting service" therefore no single comparison figure can be provided for the post launch period.
- From October 6th 2018 to date, 2,693 victims have completed one of the new Action Fraud fulfilment satisfaction surveys. The satisfaction scores below, reflect the three combined positive responses provided by victims who have received fulfilment confirming that their report has been recorded as a crime.
- From October 6th 2018 to date Action Fraud, "Confirmation of Crime Report Submitted (Non-Police) fulfilment survey".
  - 96% (972/1,010) of those surveyed indicated that they understood the fulfilment recent email / letter received.

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- 81% (361/444) of the respondents that reported via the new web reporting tool were satisfied with this service
- 66% (292/444) of these indicated that they were satisfied with the crime prevention advice found on the Action Fraud website.
- 95% (539/566) of the respondents that reported via the Contact Centre, were satisfied with how the call was handled by the advisor.
- 93% (526/566) of these respondents indicating that they were satisfied with the call handlers knowledge of the crime reported.

### **6.2 Action Fraud Complaints**

- Recorded complaints have invoked 'service recovery' using the Action Fraud Complaints policy, so PSD now only consider complaints for recording under Schedule 3 PRA 2002.
- This also gives us a more informed basis for making a decision to record or not.
- As a result we are informally resolving – service recovering, and non-recording more complaints that reach PSD.

### **6.3 City of London Police Economic Crime Directorate victim satisfaction – All departments**

- No surveys have been undertaken during this financial year, this is due to the fact that approval of new GDPR compliant survey letters has yet to be received, the contract with data handlers ORS is still in place.

### **6.4 Value for Money**

#### **Return on Investment**

- The Return on Investment measure (ROI) which allows for the assessment of the cost of the resources invested against the monetary value of the fraud prevented over a period of time.
- Expenses of a unit are measured against the potential value of criminal gains prevented, i.e. Asset recovery, bank cards seized, website disruption and arrest activity by units within ECD.

	<b>Q1 2018/19</b>	<b>Q2 2018/19</b>	<b>Q3 2018/19</b>	<b>2 months to 28 Feb 2019</b>
<b>Return on Investment</b>	£63.71	£12.82	£51.64	£9.12

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- ROI for the Q3 2018/19, 3 months to 31 December 2018 returned £51.64, this was driven by 2 disruptions from the NFIB (Mandate Fraud) and PIPCU confirming 8,160 website disruptions, the highest recorded in any quarter.
- Due to the timing of this report, Q4 ROI is currently low as disruption results have yet are returned from web providers.
- The YTD average ROI for the 11 months to 28 February is £34.32 against 2017/18 which returned £25.28.

### 6.5 Resourcing - @ 28<sup>th</sup> February 2019

The summary table below shows the number of posts in each ECD department, including both police officers, members of police staff and temp staff. This will be monitored on a monthly basis.

Department	<b>Police</b>		<b>Variance</b> over /	<b>Staff</b>		<b>Variance</b> over / (under)
	Model	Strength		Model	Strength	
SMT	4.00	2.00	(2.00)	0.00	0.00	0.00
OACU	0.00	0.00	0.00	0.00	1.00	1.00
DCPCU	13.00	12.00	(1.00)	5.00	4.00	(1.00)
IFED	34.00	34.00	0.00	12.00	11.86	(0.14)
Money Laundering	12.00	9.73	(2.27)	0.00	0.00	0.00
PIPCU	13.00	13.00	0.00	7.00	5.00	(2.00)
Asset Recovery & SARS	14.00	15.00	1.00	8.77	7.77	(1.00)
Government (Secondment)	1.00	2.00	1.00	0.00	0.00	0.00
Fraud Investigation fraud desk	49.00	48.20	(0.80)	9.00	12.80	3.80
Fraud Academy	7.00	8.00	1.00	6.00	4.00	(2.00)
NFIB / Action Fraud	23.00	24.54	1.54	62.10	67.26	5.16
National Co-ordinators Office	4.00	4.00	0.00	14.00	10.77	(3.23)
SDU	3.00	2.00	(1.00)	5.00	2.00	(3.00)
ECVCU	0.00	0.00	0.00	0.00	16.16	16.16
<b>Total</b>	<b>177.00</b>	<b>174.47</b>	<b>(2.53)</b>	<b>128.87</b>	<b>142.62</b>	<b>13.75</b>

*Excluding ECVCU, Police staff would be 126.46, and 2.41 under strength.  
ECVCU was excluded from the model due to funding uncertainty.*

[Over - where the unit has more FTEs than the model, (under) - where the unit has less FTEs than the model]

### Sickness

- In February 2019 across ECD there were 45 instances of absence from work (Current and ongoing).

## 6. APPENDICES

- Appendix A - indicates the volume by fraud type reported to Action Fraud, for month of February 2019.



**7. Glossary of terms**

- **ABI- Association of British Insurers**
- **AF- Action Fraud**
- **BP Banking Protocol**
- **BRT- Business Reporting tool**
- **CFA- Criminal Finance Act**
- **CMA- Competition and Markets Authority**
- **CNP Crime- Card Not Present crime**
- **COLP - City of London Police**
- **DCPCU – Dedicated Card and Payment Crime Unit**
- **DPA- Data Protection Act**
- **ECB- Economic Crime Board**
- **ECD - Economic Crime Directorate**
- **ECVCU - Economic Crime Victim Care Unit**
- **FCA - Financial Conduct Authority**
- **FIU - Fraud Investigation Unit**
- **FIM- Fraud Investigation Model**
- **FSA- Financial Services Authority**
- **FSA- Food Standards Agency**
- **GDPR- General Data Protection Regulations**
- **GMP - Greater Manchester Police**
- **HMICFRS - Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services**
- **IFED - Insurance Fraud Enforcement Department**
- **IOM - Integrated Offender Management**
- **IOM - Integrated Operation Model**
- **IPO - Intellectual Property Office**
- **JFT - Joint Fraud Taskforce**
- **KPA - Key Performance Analysis**
- **KPI - Key Performance Indicators**
- **KPQ- Key Performance Questions**
- **MOU - Memorandum of Understanding**
- **MPS - Metropolitan Police Service**
- **NCA- National Crime Agency**
- **NCO - National Coordinators Office**
- **NCSC – National Cyber Security Centre**
- **NECC- National Economic Crime Centre**
- **NFIB - National Fraud Intelligence Bureau**
- **OACU- Overseas Anti-Corruption Unit**
- **OCG - Organised Crime Group**
- **P&A- Performance and Accounts**
- **PIPCU – Police Intellectual Property Crime Unit**
- **PIT Team- Proactive Intelligence team**
- **PMG Performance Management Group**
- **POCA- Proceeds of Crime Act**
- **PPPP - Prevent/Pursue/Prepare/Protect**



## **CITY OF LONDON POLICE: SUITABLE FOR PUBLICATION**

- **PRA - Police Regulatory Authority**
- **PSD - Professional Standards Department**
- **PTF - Police Transformation Fund**
- **R&A- Research and Analysis**
- **ROCU - Regional Organised Crime Unit**
- **ROI - Return on Investment**
- **SAR - Suspicious Activity Report**
- **SLA - Service Level Agreement**
- **SLT - Senior Leadership Team**
- **SME's - Small/Medium Enterprises**
- **SME's- Subject Matter Experts**
- **TTCG- Tactical Taskings Coordination Group**
- **VCR - Victim Care Reviewer**
- **VPC - Volunteer Police Cadets**
- **VV (two V's) - Vulnerability & Victim Care**
- **WMP - West Midlands Police**

Peter O'Doherty  
Detective Chief Superintendent  
Head of Economic Crime Directorate  
City of London Police  
e- [Peter.ODoherty@cityoflondon.pnn.police.uk](mailto:Peter.ODoherty@cityoflondon.pnn.police.uk)