

Performance Report

Q1: April – June 2021

Performance Assessment - Key:

The dashboard provides an assessment of City of London Police performance against the National Lead Force (NLF) aims and objectives as set out in the National Lead Force Plan 2020-2022 (NLF Plan).

The NLF Plan was approved by the City of London Police Authority in October 2020. The plan sets out how City of London Police will improve the national response to fraud. It reflects NLF's contribution and commitment to the National Fraud Policing Strategy and the National Economic Crime Centre's (NECC) five-year strategy. The NECC leads the 'whole system' to drive down the growth in fraud on behalf of the UK Government.

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

Outcome 1 - The public has confidence in the Action Fraud reporting service

Outcome 2 - People and organisations are prevented from being victims of fraud, and victims are supported (National Fraud Policing Strategy)

Outcome 3 - Police resources are deployed efficiently and effectively against fraud threats (National Fraud Policing Strategy)

Outcome 4 - Fraudsters operating nationally are identified and offending is disrupted

Outcome 5 - Policing has the capability and capacity to detect, disrupt and deter perpetrators of fraud (National Fraud Policing Strategy)

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

The below chart identifies the RAG assessment criteria for the success measures.

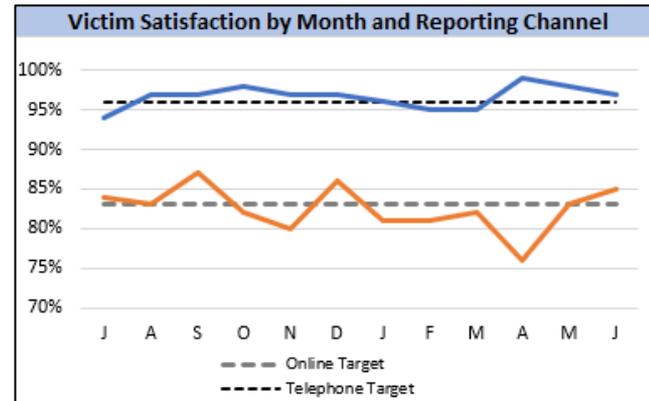
Table 1 – Success Measure Performance RAG assessment	
Green	The success measures are being met
Amber Green	The success measures have not been consistently met but there is sufficient evidence to show that developments are being made to improve the RAG status of the measures to green by the end of the period
Amber Red	The success measures have not been consistently met and there is insufficient evidence to show that developments are being made to improve the RAG status of the measures to green by the end of the period
Red	It is unlikely the success measure will be met for the annual period based on the success shown in quarters to date
Grey	Insufficient evidence means that no meaningful assessment is possible at this time.

Outcome 1: The public has confidence in the Action Fraud reporting service.

NLF Role: City of London Police operates the national fraud and cybercrime reporting service. Responsibilities include providing a first point of contact for victims of fraud, crime reporting and triage.

Success Measures:

- 96% of survey respondents are satisfied with the telephone reporting service.
- 83% of survey respondents are satisfied with the online reporting service.



The percentage of victims completing the phone satisfaction survey has risen slightly since the previous year. In Q1, over 89,000 calls were answered and 686 victims responded to the telephone survey, representing 0.77%, the overall completion percentage for last year was 0.67%. Of those victims who reported online, 671 completed the online survey from a possible 108,479; a response rate of 0.62%. This has fallen slightly from the rate from last year which was 0.68%. Overall 0.69% of victims completed the customer satisfaction survey this quarter, a slight improvement on the 0.68% responses from last year.

Feedback from the Action Fraud satisfaction surveys show satisfaction with telephone reporting consistently above the baseline, particularly in April and May when call volumes were lower. There was a dip in satisfaction with online reporting at the start of the quarter but the level of satisfaction in June was 85%. It is hoped that the introduction of the virtual advisor or 'chatbot' will continue to improve online satisfaction.

The number of Action Fraud complaints logged in Q1 2021/22 fell from 124 in Q4 2020/21 to 98. Within these there were 98 allegations and 93 complainants. During the quarter, 92 cases have been finalised as either resolved or it was found that the service was acceptable. The most commonly received complaint was non investigation of a report.

Outcome 1: The public has confidence in the Action Fraud reporting service.

NLF Role: City of London Police operates the national fraud and cybercrime reporting service. Responsibilities include providing a first point of contact for victims of fraud, crime reporting and triage.

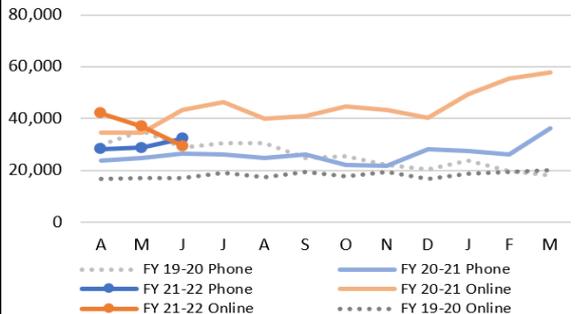
Success Measures:

- Average speed to answer within Action Fraud is 5 minutes*
- The percentage of reports to Action Fraud abandoned by is below 16%*

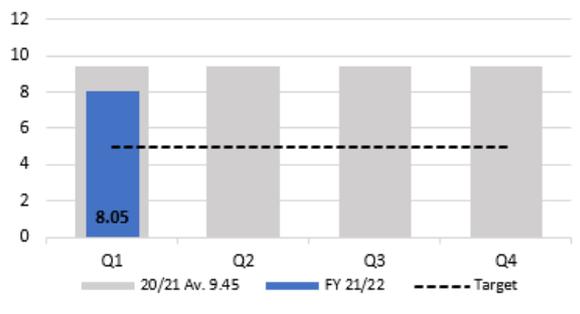
* These benchmarks remain relevant based on an assumed static demand level from 2019/20

The number of calls taken by Action Fraud fell from the March peak of 36,271 to 28,250 and 28,741 in April and May respectively. Although the number of calls increased again in June, the overall average for Q1 (8 minutes) is closer to the target than achieved throughout 2020/21 (**26% improvement**). During May the call abandonment measure achieved the 16% target on 7 of 21 days. Call volumes remain similar but slightly lower than those reported in 19/20 with Q1 19/20 reporting 93,887 calls and Q1 21/22 89,310, a decrease of 5%. The percentage of abandoned online attempts is a new measure, showing the number of draft reports started but not completed. This does however only relate to reports started by registered users (who may have decided to switch to an alternative channel during the process) as it is not possible to provide the number of registrations each month. The percentage of abandoned online reports for Q1 is slightly lower than for the phone service.

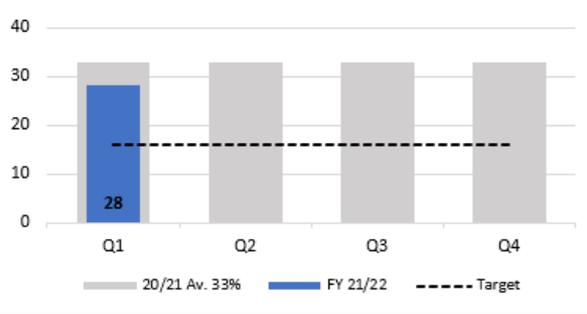
AF Volume of Telephone and Online Reports



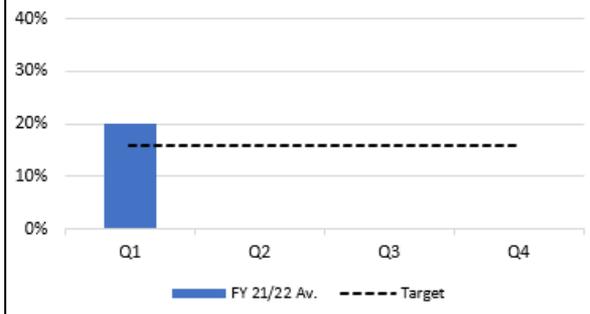
Average Speed of Answer (Minutes)



Percentage of Abandoned Calls



Percentage of Abandoned Online Attempts



In both May and June, 15 advisors completed their training and were upskilled to providing the full service. With the exception of 14 trainees, the whole department is now providing a full service. Unfortunately, resignations have also been high this quarter (around one third of the workforce). Recruitment is in progress.

In June, improved call routing (IVR) went live, guiding victims to appropriate links or information, and making it easier for them to report via the web tool. As a result, live cyber call volumes saw a significant reduction as the IVR helped redirect calls more efficiently. This led to improvements in both the speed of answer and the call handling times required to support the victims of this crime type.

Phase 1 of the Action Fraud virtual advisor rollout commenced on the 1 of April and initial results are positive. In June alone, almost 22,000 website visitors accepted this guidance offered. The most frequent option selected is 'Report a Scam', and it is believed that this service is releasing up to 4 FTE advisors to support other victims.

Outcome 2: People & organisations are prevented from being victims of fraud, & victims are supported.

NLF Role: City of London Police is responsible for providing first contact support for victims who report to Action Fraud. It is also responsible for developing and disseminating national protect messaging for policing based upon latest crime reporting trends.

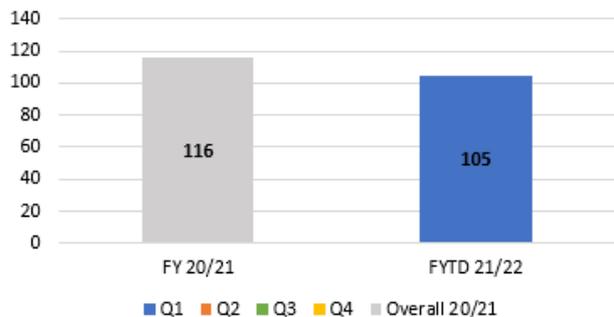
Success Measures:

- Maintain the reach of protect messaging*
- Establish a baseline for use of protect messages through CoLP online and offline media channels and engagement events.

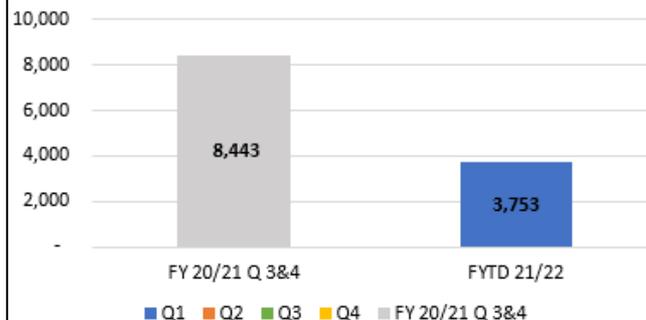
*Stretch Metric – Extend the reach of Protect messaging by 10%



Frequency of Protect Events



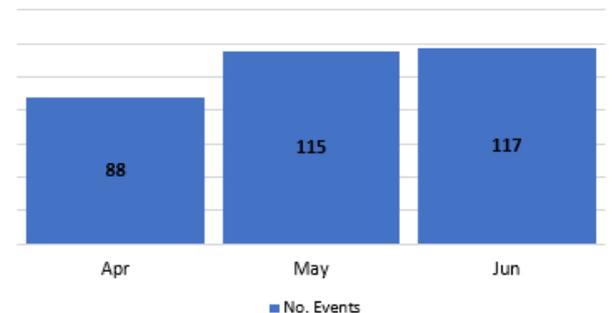
Reach of Protect Events



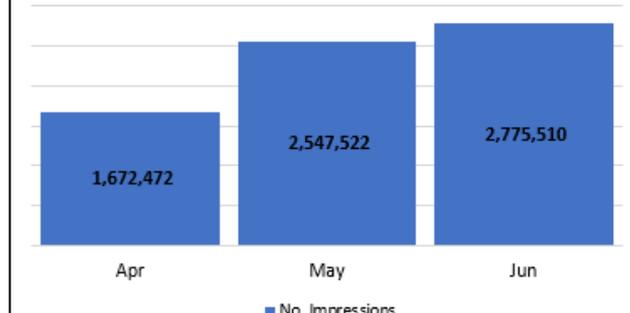
The number of protect events was significantly lower in 2020/21 than previous years due to the restrictions imposed as a result of Covid-19. However, towards the end of the year teams found new ways of engaging with stakeholders and the public, finding that attendance at online events could reach greater numbers of the public. This pattern continued in Q1 of this year, with 3,753 people attending 105 events.

The baseline work for protect engagement through online and offline media channels continues to develop; identifying the data required to measure the reach of and engagement with protect messages. There are processes in place to collect data for the number of Protect events and social media posts each quarter, and to record the numbers of attendees and impressions linked to these. The next steps will entail engaging with attendees to understand the effectiveness of the content and whether behaviour will change, and the reach of social media posts. (Impressions are defined as the number of people your content is visible to, while reach refers to the number of people engaging with your content through likes, comments and shares.)

No. Protect Social Media Posts



No. Protect Social Media Impressions



In Quarter 1:

- Action Fraud alerts peaked in June with 110 posts and 2,723,398 impressions, covering topics including ticket fraud and a mobile phone upgrade scam.
- Across the quarter, 37 interviews were given to the media, and the Media Team oversaw 24 press releases, with activity particularly high in May. Subject matter varied from press releases about notable sentencing, to interviews for the BBC and ITV regarding smishing, crash for cash, and fraud related to the pandemic.
- The NFIB released 2 alerts through its digital community messaging platforms. These platforms reach approximately 600,000 users each time an alert is sent.

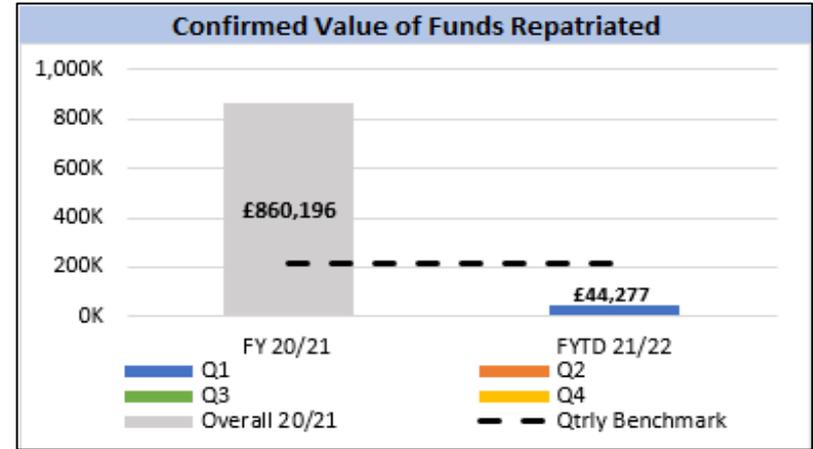
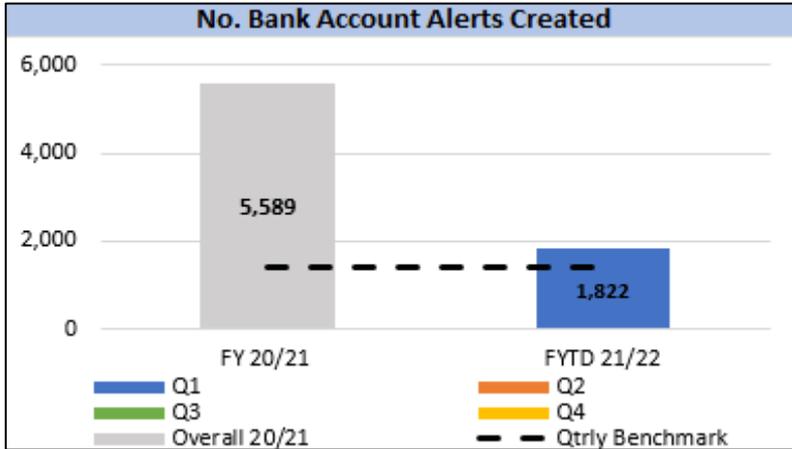
Outcome 2: People & organisations are prevented from being victims of fraud, & victims are supported.

NLF Role: City of London Police is responsible for providing first contact support for victims who report to Action Fraud. This includes the banking sector, utilising initiatives to identify and disrupt accounts used in Payment Fraud.

Success Measures:

- The value of transactions confirmed as prevented or disrupted before passing into criminal hands is increased*

*The ambition is to increase this by 25% of 20/21 funds for the year with a stretch metric of a 50% increase.



CoLP is continuing its long standing initiative to alert banks to accounts used in fraud. The monthly average of referrals has steadily increased, from 164 alerts in 2019/20 and 466 in 2020/21, to 607 in Q1 2021/22. June recorded an all-time peak of 846 alerts sent to banks, following slightly lower numbers in April and May.

The confirmed value of repatriated funds is reliant on feedback from banks which is not always available. The confirmed average monthly savings fell from £71,683 in 2020/21 to £14,759 in Q1 2021/22. This is due to a single invoice diversion fraud worth £604k in March 2021, without which the monthly average for 2020/21 would have been closer to £21,000. The value of repatriated funds unconfirmed by the banks could be as high as £9.7m for the quarter.

This continues to be a very effective way to disrupt the harm that could be caused by fraud at the earliest opportunity. The number of disrupted bank accounts has been rising since the inception of the project and the initiative allows not only for funds to be returned to victims, but also disrupts fraudsters, demonstrates good partnership working, and provides CoLP with the ability to start an investigation early if an alert is missed by the banks.

A solution regarding automation of early reporting back to banks in a more consistent and timely manner went live in May. This will have affected the volume of alerts sent during the testing phase of the launch, but is now expected to increase the efficiency and effectiveness of the initiative. The system is not linked to UK Finance systems at this time, so feedback will continue to rely on manual reporting from banks until this is resolved.

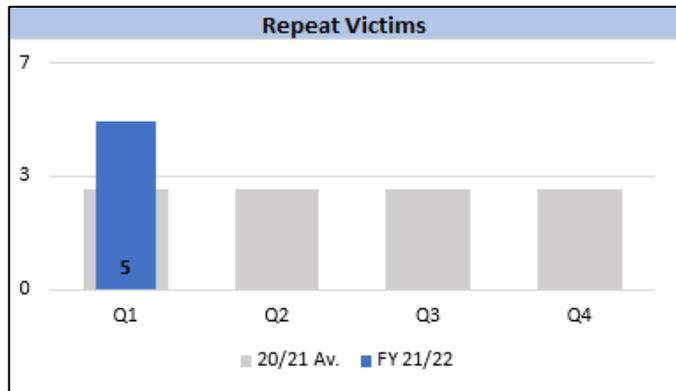
Outcome 2: People & organisations are prevented from being victims of fraud, & victims are supported.

NLF Role: City of London Police is responsible for providing first contact support for victims who report to Action Fraud . It is also responsible for developing and disseminating national protect messaging for policing based upon latest crime reporting trends.

Success Measures:

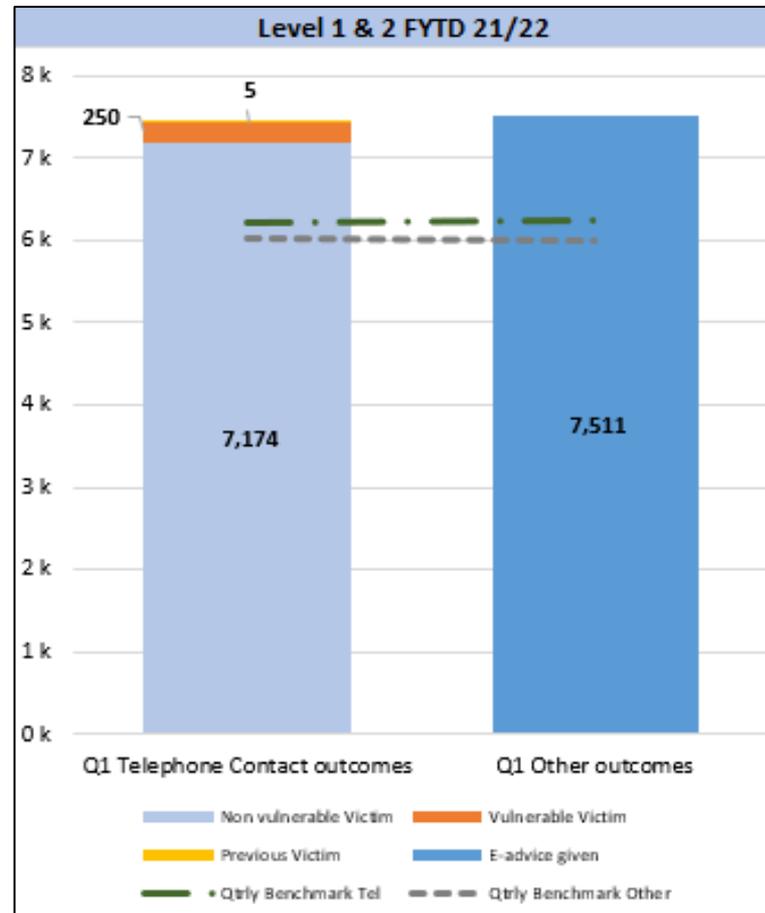
- The Economic Crime Victim Care Unit will maintain the level of support provided to victims
- The Economic Crime Victim Care Unit will sustain the low levels of repeat victimisation following interaction with their service*

*Stretch Metric – Reduce the levels of repeat victimisation to less than 8%



The National Economic Crime Victim Care Unit (NEVCU) supports forces at a local level, delivering care to victims of fraud and cyber-crime, allowing for a consistent and national standard of care and support. The **Level 1** service gives Protect/Prevent advice to non-vulnerable victims of fraud. The **Level 2** service engages with victims when vulnerability is identified, and by giving crime prevention advice and signposting to local support services helps the victim to cope and recover from the fraud. Six forces are currently covered by both Level 1 and 2 services, with a further 14 receiving Level 1 only.

In the first quarter of 2021/22, the NEVCU has performed well above 2020/21 averages in both the Level 1 and 2 services. During the period, the NEVCU has engaged with nearly 15,000 victims, and of these only 5, (around 0.03%) have been recorded as repeat victims. Between April and June 2021, 16 victims have requested additional advice over suspicious emails or phone calls preventing re-victimisation, and 133 victims have been provided with additional safeguarding support. A number of victims have received assistance enabling them to secure reimbursement of £58k from the banking sector.



Outcome 3: Police resources are coordinated and deployed efficiently and effectively.

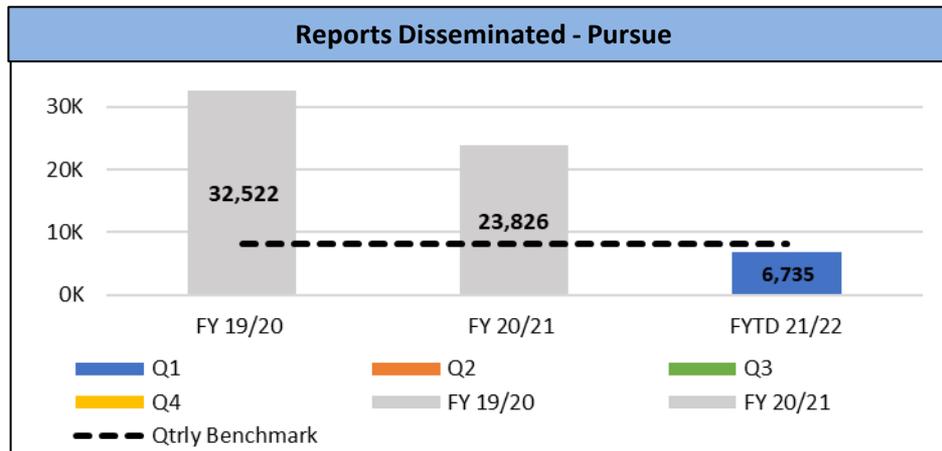
NLF Role: City of London Police is responsible for developing and disseminating crime reports for intelligence, protect and pursue action to policing and other law enforcement through the National Fraud Intelligence Bureau. It is also responsible for leading and coordinating the police response to fraud.

Success Measures:

- 50% of crimes that meet the threshold are reviewed within 28 days
- The number of crimes disseminated for investigation is increased*

*The ambition is to sustain 2019/20 levels as per graph benchmark.

All of the Fraud Reports received are triaged against agreed thresholds and prioritised for review. The highest harm frauds are prioritised and the reports are further examined. Once the report is reviewed a decision will be made about the viability of cases and most appropriate agency to investigate them. The report will then be disseminated to that agency. If the report is not reviewed or disseminated then Protect Advice is sent to the victim. Due to technical issues the data for triaging times is currently unavailable.



The number of Pursue reports disseminated was slightly higher than the 2020/21 average of 5,957, with 6,735 disseminations recorded this quarter. (Note this excludes reports that are disseminated for intelligence purposes or victim care). Despite these increases levels remain slightly below the 19/20 benchmark quarterly average of 8,130 disseminations. There is work ongoing to link in with Action Fraud and improve the quality of the fraud reports taken. For example, the use of mandatory fields for vital information such as bank account details will reduce the volume of additional enquiries made during initial investigations and streamline the review and dissemination processes.

The dissemination of Control Strategy crimes has also risen from a quarterly average of 2,553 in 2020/21 to 3,155 this quarter. Control Strategy priority crimes include: Romance Fraud, Courier Fraud, Investment Fraud, Payment Diversion Fraud, Insurance Fraud and Banking/Payments Fraud. This is in line with the campaigns run throughout the year, focusing on a number of these areas along with COVID-19 related fraud.

Outcome 3: Police resources are coordinated and deployed efficiently and effectively.

NLF Role: City of London Police is responsible for developing and disseminating crime reports for intelligence, protect and pursue action to policing and other law enforcement through the National Fraud Intelligence Bureau. It is also responsible for leading and coordinating the police response to fraud.

Success Measures:

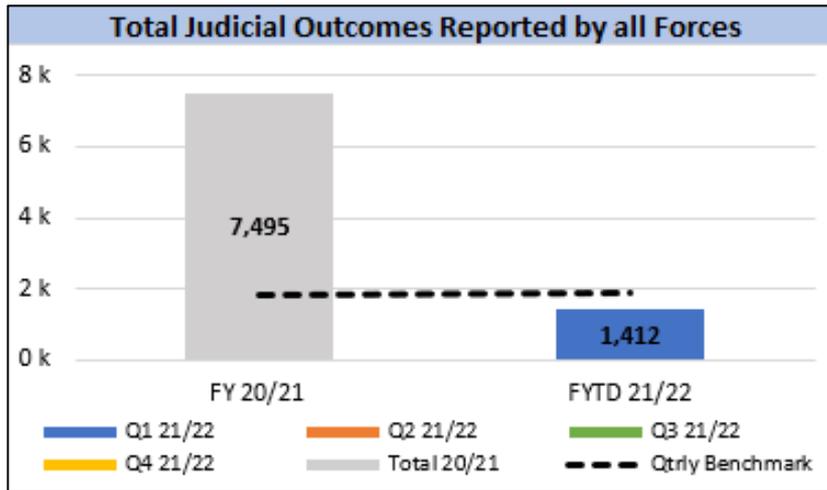
- The number of judicial outcomes recorded by policing is increased.
- 100% of Home Office forces are in the compliant category for outcome reporting



Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. All forces provided three returns in Q1, with the exception of one force who only supplied two. Engagement with forces continues into 2021/22 with the aim of maintaining overall 100% compliance by the end of the year, and as an example of this work, the force has ring-fenced a resource to complete their outcome returns.

FY 20/21	Returns
Compliant (10-12 Returns)	39
Partially Compliant (7-9 Returns)	3
Non Compliant (0-6 Returns)	3

FY 21/22 Q1	Returns
Compliant (2-3 Returns)	45
Partially Compliant (n/a)	0
Non Compliant (0-1 Returns)	0



The total outcomes reported in the period can relate to disseminations from any time frame.

In Q1 1,412 judicial outcomes were reported. This is slightly lower than the 2020/21 quarterly average for judicial outcomes of 1,874. Outcomes are currently expected to increase in following quarters as backlogs in the criminal justice system are cleared.

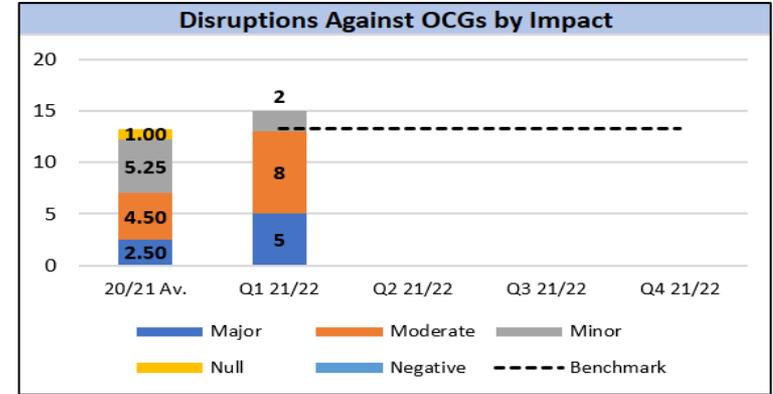
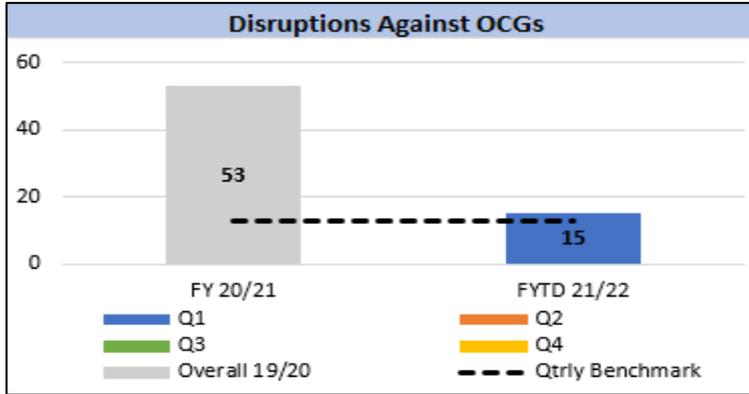
Note: Judicial outcomes refer to Home Office Counting Rules Outcomes 1-8 which include charges, cautions, taken into consideration etc, they do not refer to the wider criminal justice process

Outcome 4: Fraudsters operating nationally are identified and their offending is being disrupted.

NLF Role: City of London Police investigates nationally significant, serious and complex fraud on behalf of policing. It received referrals from a range of stakeholders including police forces, ROCUs, National Fraud Intelligence Bureau and the National Economic Crime Centre, as well as stakeholders linked to its funded units.

Success Measures:

- CoLP OCG disruptions are sustained with higher proportion of major disruptions.



At the end of Q1 City of London Police had 37 Economic Crime organised crime groups (OCGs) mapped. This is a net increase of 1 since the beginning of the financial year. There were a total of 15 disruptions during the first quarter of 2021/22, which is higher than the quarterly average from 2020/21 of 13, and more than double the result from Q1 of that year. This indicates that disruptions activities have continued to increase as Covid-19 related restrictions have been further relaxed. It can also be seen that the number of Major disruptions that took place during the period was twice as high as the 2020/21 average. However the main bulk of the disruptions were judged to be moderate in their impact.

The five major disruptions were the result of custodial sentences.

- Five members of an OCG received custodial sentences for various fraud offences following an investigation into an OCG that was targeting bank accounts by creating counterfeit identities and using these documents to fraudulently withdraw and transfer funds into a number of beneficiary accounts.
- Another investigation was of a bank smishing scam, where the OCG sent messages purporting to be from a bank fraud department, to obtain bank details and transfer funds to mule accounts. Fourteen OCG members received either a Youth or Simple Caution and another eight received custodial sentences for various fraud and money laundering offences.
- One OCG involved a professional enabler who abused their position by giving customers' banking details to members of the OCG, who then accessed the accounts and transferred funds. Three members of the OCG received custodial sentences for conspiracy to commit fraud for money laundering offences.
- Another was able to open a fake account in the victim's name and then link the legitimate and fraudulent accounts together, before withdrawing and transferring funds out. DCPCU's investigation saw one OCG nominal receive an 18 month suspended sentence and another receive a 45 month prison sentence for fraud.
- The investigation into a professional enabler who was passing details to other members of the OCG for them to take over the victims' accounts resulted in one OCG member receiving a 16 month suspended sentence and another receiving a 4 month sentence suspended for 24 months.

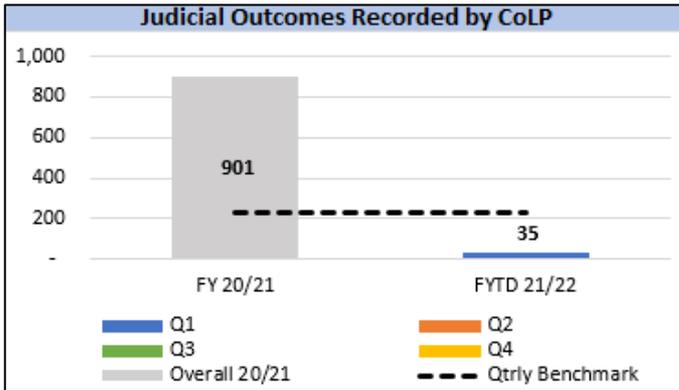
Outcome 4: Fraudsters operating nationally are identified and their offending is being disrupted.

NLF Role: City of London Police investigates nationally significant, serious and complex fraud on behalf of policing. It received referrals from a range of stakeholders including police forces, ROCUs, National Fraud Intelligence Bureau and the National Economic Crime Centre, as well as stakeholders linked to its funded units.

Success Measures:

- Increase the number of judicial outcomes recorded by City of London Police.¹

¹ ambition is to increase by 25% with a stretch metric of 50% of 20/21 outcomes

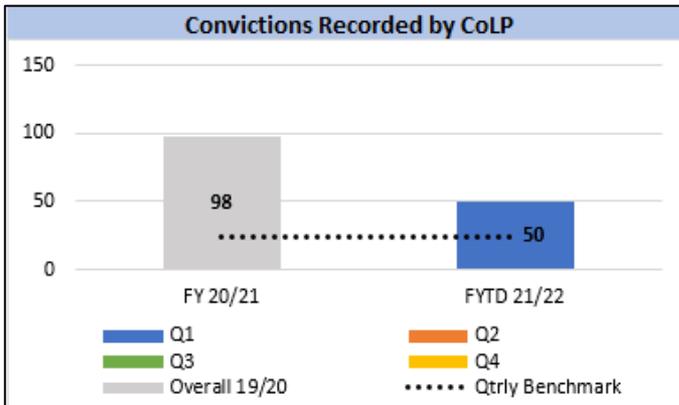


A slightly higher number of disseminations were received by CoLP this quarter, 131 compared to a 127 in Q4 2020/21.

Pursue activity was affected by the pandemic throughout the previous year, with lower numbers of arrests, interviews, cautions, and charges than in 2019/20. Q1 2021/22 however, shows recovery across all of these measures, with activity reaching a peak in May as officers responded to further lifting of lockdown restrictions.

Following the high numbers of judicial outcomes reported in 2020/21, the numbers dropped considerably in Q1 of this year. This is expected to recover throughout the year, last year saw the majority of outcomes reported in Q2 and Q3.

One investigation can comprise of a large number of individual crimes. An outcome is recorded for each individual crime rather than the overall operation in line with Home Office Counting Rules.



This chart shows the number of convictions for cases that have been tried in the period. The effects of court closures due to COVID-19 could be seen throughout 2020/21 as many cases were postponed due to lockdown restrictions. Now that access to the courts has improved, the number of cases tried has increased with the volume of convictions in Q1 at over half the 2020/21 total.

Convictions peaked in May, with 29 recorded. A proportion of these convictions are linked to the dismantling of OCGs.

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

Outcome 4: Fraudsters operating nationally are identified and their offending is being disrupted.

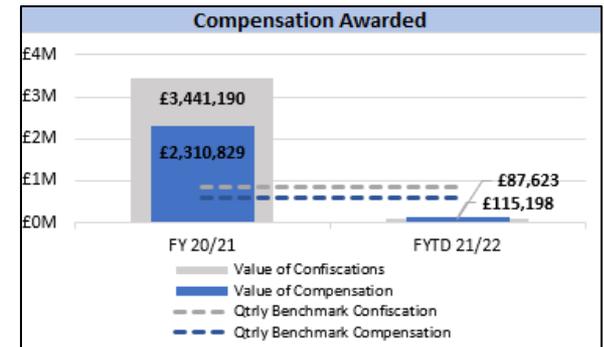
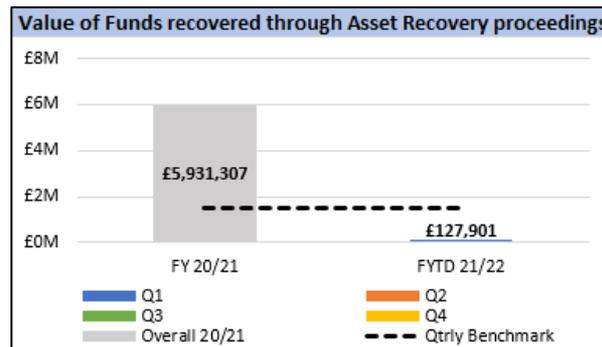
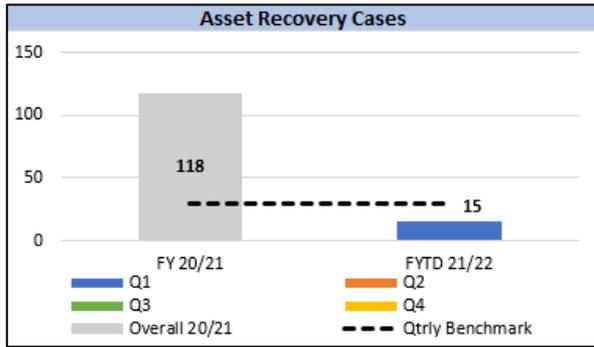
NLF Role: City of London Police investigates nationally significant, serious and complex fraud on behalf of policing. It received referrals from a range of stakeholders including police forces, ROCUs, National Fraud Intelligence Bureau and the National Economic Crime Centre, as well as stakeholders linked to its funded units.

Success Measures:

- Increase use of POCA powers and value of assets denied.²
- Increased use and number of new ancillary orders issued by City of London Police.³

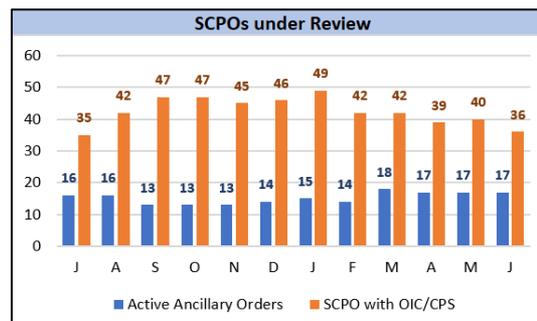
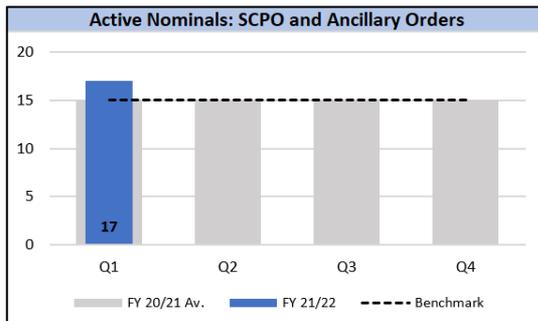
² ambition is to increase by 5% with a stretch metric of 10% of 20/21 occasions.

³ ambition is to increase by 30% with a stretch metric of 60% of 20/21 occasions.



Throughout the first quarter of 2021/22, use of POCA powers and value of assets denied has fallen short of the 2020/21 quarterly averages across all asset recovery proceedings. Last year the quarterly average was 30 asset recovery cases, £1.4 million recovered, £860,000 confiscated and £577,000 compensation awarded. These drops seem more noticeable this year as there was one large operation in the last financial year where over £2 million was confiscated, an exceptional case, while this year has seen more business as usual levels so far.

The Money Laundering Investigation Unit has successfully negotiated with a bank to return monies to victims that had been subject to an AFO. As there is no legal route to return victims' money using AFOs, however year long negotiations have resulted in the bank agreeing that victims will be compensated approximately £250k.



The active ancillary orders include Serious Crime Prevention Orders, Financial Reporting Orders and Criminal Behaviour Orders. Throughout the year numbers have fluctuated as Orders expired and new ones have been served. Quarter 1 already shows improvement on the 2020/21 benchmark.

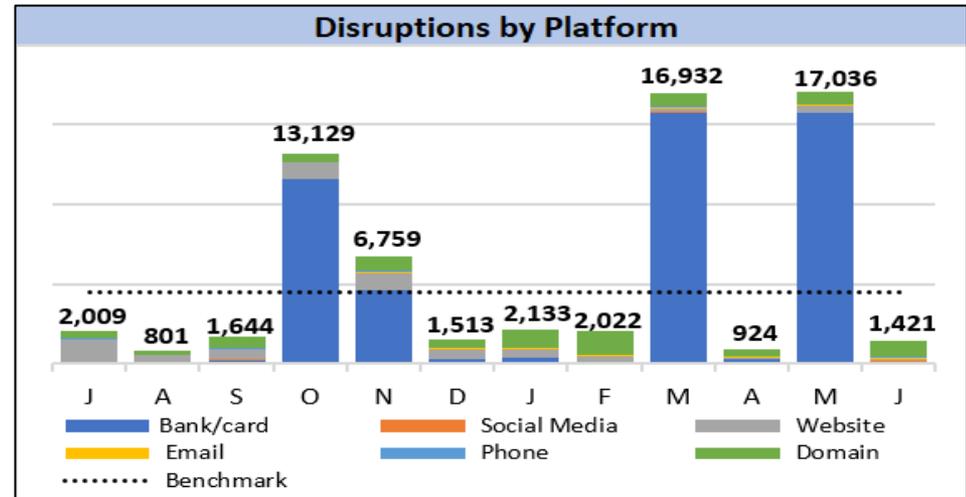
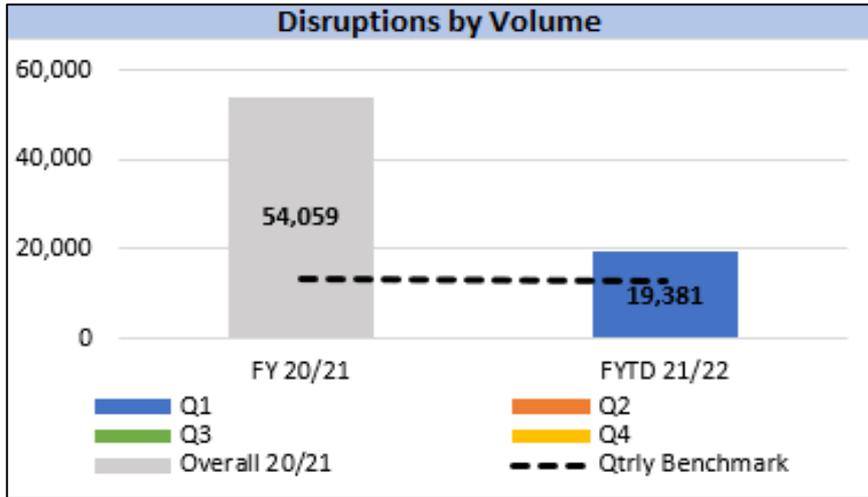
In the last quarter the Lifetime Offender Management Unit had 3 applications for SCPOs granted, with one undergoing additional development. A further 6 are due to be heard in the next period. LOM have approached investigators to discuss ancillary order opportunities for a further 13 operations.

Outcome 4: Fraudsters operating nationally are identified and their offending is being disrupted.

NLF Role: City of London Police investigates nationally significant, serious and complex fraud on behalf of policing. It received referrals from a range of stakeholders including police forces, ROCUs, National Fraud Intelligence Bureau and the National Economic Crime Centre, as well as stakeholders linked to its funded units.

Success Measures:

- The number of disruptions to technological enablers is sustained.



In quarter 1 of this year, the highest ever number of disruptions to technological enablers has been recorded, at 19,381. It is not possible to give an exact value for these disruptions, although it is estimated to be multiple millions of pounds saved. The main contributing factor to this rise in performance was an operation carried out by DCPCU in May, which saw a substantial recovery of compromised account details through collaboration with a cyber security company. NFIB also saw an increase in performance, particularly with pro-active website suspensions. This is a result of engagement with the Cyber Unit of another police force, in which the team have assisted in highlighting and suspending potentially suspicious domains (.GOV, .POLICE and .NHS), using a horizon scanning tool.

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

NCSC & COLP receive reporting of suspicious emails from the public via SERS, which launched 21 Apr 2020. As of 30 June 2021 the number of reports received stand at more than 6,500,000 with the removal of more than 50,000 scams and 97,000 URLs.

The public are sent large volumes of scam messages every day, many of which will be blocked by spam filters or otherwise ignored. Of the messages that reach inboxes, the public tells NCSC and COLP about 12,000 per day via SERS, in addition to around 1200 cyber-enabled crimes reported to Action Fraud. From these suspicious emails, we identify over 450 new pieces of infrastructure (websites, servers or emails) per day – i.e. about 3.7% of scam messages the public send us contain unique knowledge of something malicious.

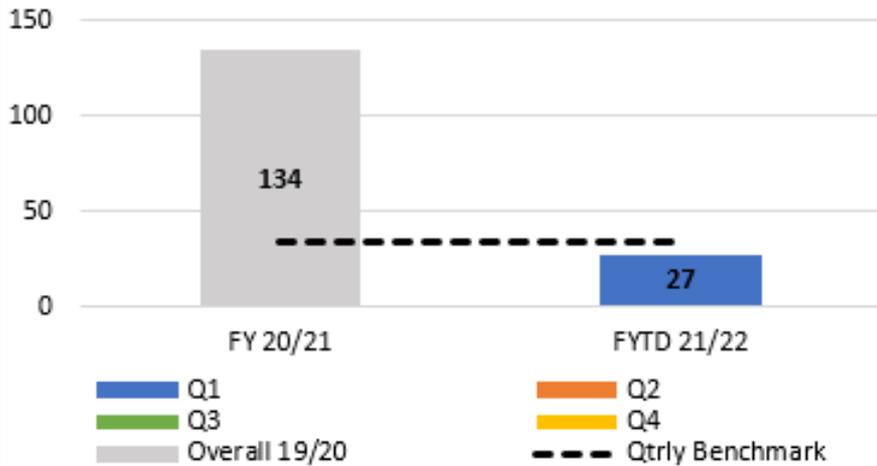
Outcome 5: Policing has the capability and capacity to detect, disrupt and deter economic crime.

NLF Role: City of London Police is a centre of expertise for fraud. It provides economic crime investigation training to policing, government and the private sector through its Economic Crime Academy. It is responsible for identifying, developing and disseminating good practice.

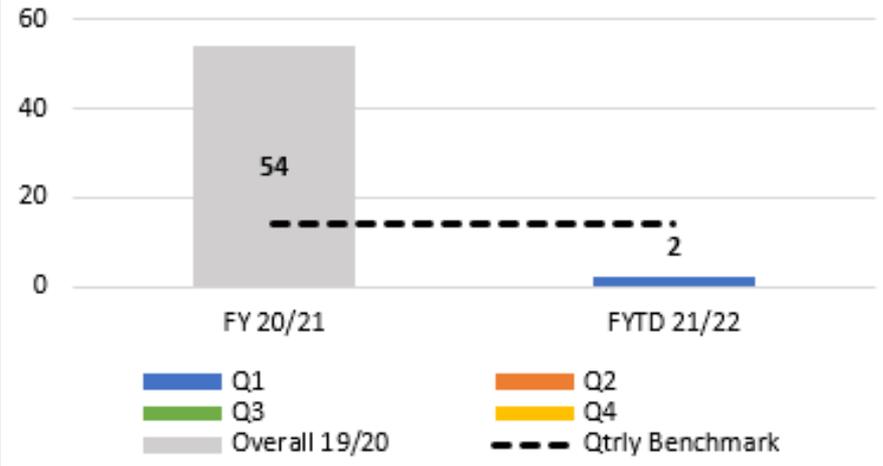
Success Measures:

- Economic Crime Knowledge Hub engagement levels are increased

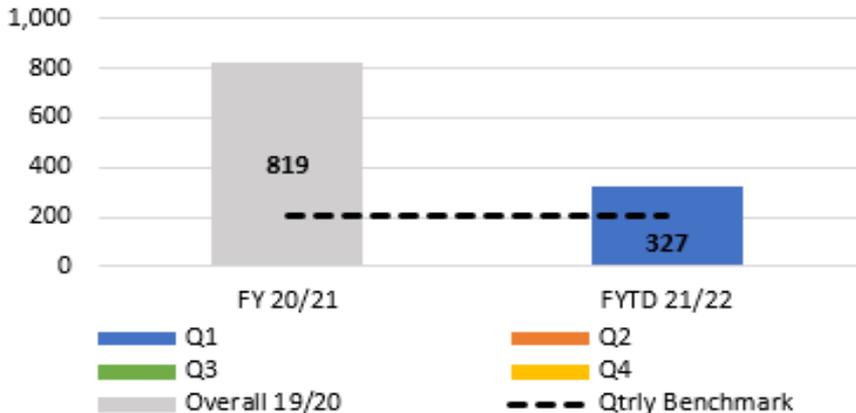
Knowledge Hub: New Members



Knowledge Hub: Documents Uploaded



Knowledge Hub: Visitors to Economic Crime Site



The Economic Crime Knowledge Hub membership rose slowly during the first quarter of 2021/22. However, the Hub received a relatively high number of visits during the period, considerably more than the 2020/21 quarterly average.

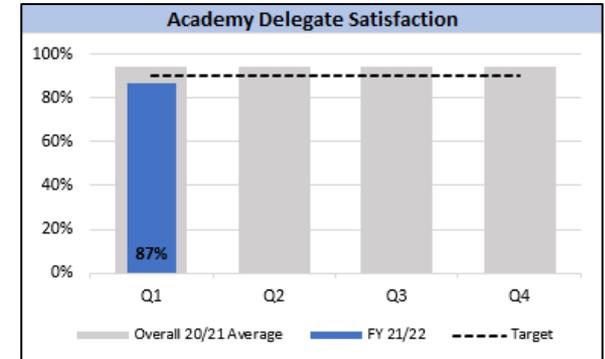
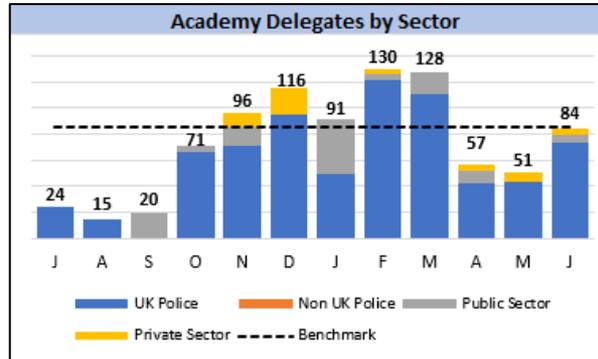
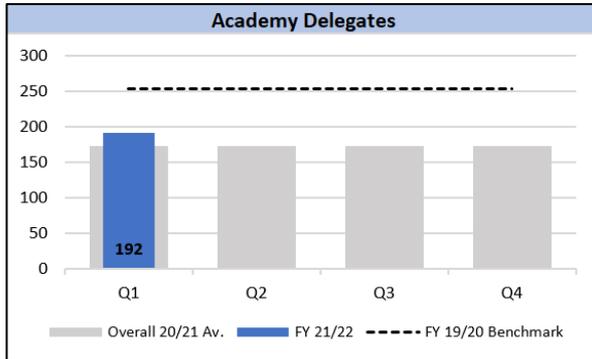
There have been limited updates to Knowledge Hub in the last quarter while work is underway for a relaunch later in 2021, with easier access and usability the key focus.

Outcome 5: Policing has the capability and capacity to detect, disrupt and deter economic crime.

NLF Role: City of London Police is a centre of expertise for fraud. It provides economic crime investigation training to policing, government and the private sector through its Economic Crime Academy. It is responsible for identifying, developing and disseminating good practice.

Success Measures:

- Delegate training numbers are sustained at 2019/20 levels
- Delegate training has a 90% satisfaction rate



During the first quarter the Economic Crime Academy provided 18 courses to a total of 192 delegates. Although the delegate numbers surpassed 2020/21 average volumes, they fell short of the target which was set at the 2019/20 levels of 254. A partial reason for this is that a high proportion of training the Academy delivered were Specialist Fraud Investigator (SFI) courses, which are two weeks long.

The overall satisfaction rate for Q1 is lower than the 90% target. This is due to delegates finding the online learning environment difficult when taking the SFI course (the first time it had been run virtually). This resulted in an all time low of 70% in April, which rose to 93% and 97% in May and June respectively as the Academy were able to move to classroom based teaching. Despite the challenging teaching environment for the trainers, feedback from these courses was positive and with the introduction of a new admin platform return of feedback forms is hoped to improve, giving a fuller picture of delegates' experiences.