National Lead Force Performance Report

Q4: January – March 2022

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.

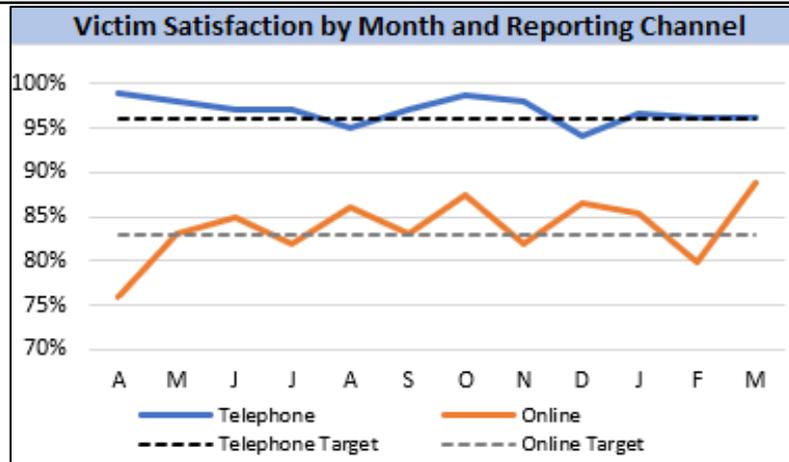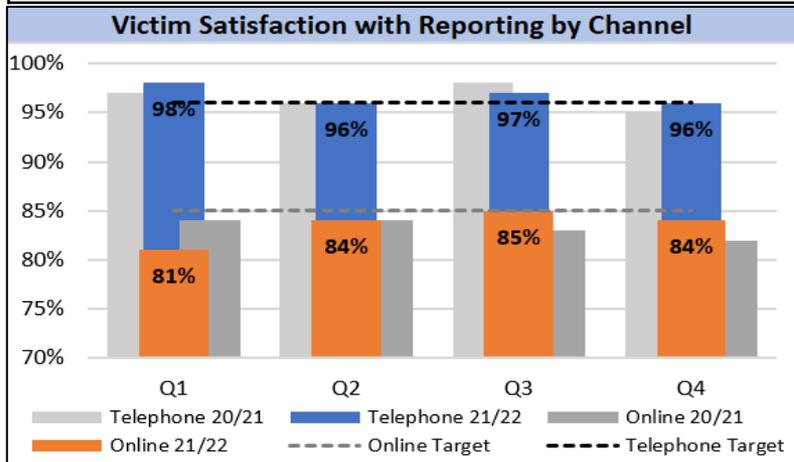| Table 1 – Success Measure Performance RAG assessment	
Green	The success measures are being met
Amber Green	The success measures have not been consistently met but there is sufficient evidence to show that developments are being made to improve the RAG status of the measures to green by the end of the 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.**   `GREEN`
- **85% of survey respondents are satisfied with the online reporting service.**   `AMBER`

Victim Satisfaction with Reporting by Channel

Victim Satisfaction by Month and Reporting Channel

The main Action Fraud satisfaction survey indicates that satisfaction with the telephone reporting service remains consistent and on target at 96% for the quarter. The overall satisfaction for the year is 97%, exceeding the target.

Satisfaction with online reporting has fluctuated during the period, reaching a high of 89% in March, only dropping below the target to 80% in February. At 84%, satisfaction for the quarter fell just short of our target of 85%. Satisfaction for the 2021/22 financial year also fell just short of our target at 84%. Overall, online satisfaction has seen a marked improvement since the introduction of the virtual advisor 'chatbot' service in May, in addition to improved signposting on the website.

Since the launch of the current victim satisfaction survey, Action Fraud advisors have provided a consistently good service. Overall, 1% of those reporting a crime in Q4 opted to provide satisfaction feedback to the confirmation fulfilment survey. Over 1.39M confirmation survey links have been delivered to date, with 15,982 respondents opting to provide satisfaction feedback, including free text responses which are used to continuously improve our service.

The number of Action Fraud complaints logged in Q4 2021/22 increased by 131% from 84 in Q3 to 194. During the quarter, 155 cases have been finalised as either resolved or it was found that the service was acceptable.

The most commonly received complaint was in the category A2 – Decisions, often due to the 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 time taken to answer within Action Fraud is 5 minutes*
- The percentage of reports to Action Fraud that are abandoned is below 16%*

* These benchmarks are based on an assumed static demand level from 2019/20.
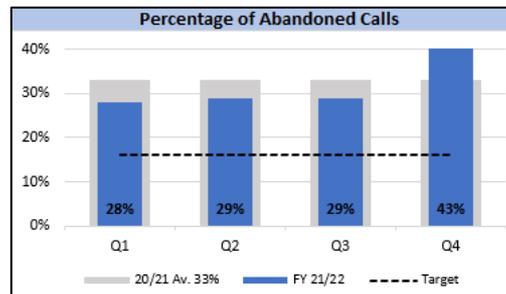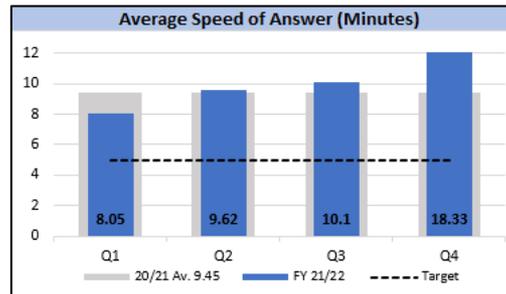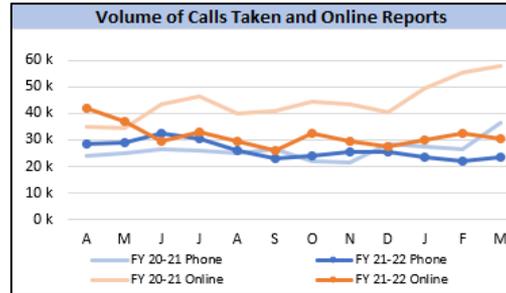
The number of calls answered by Action Fraud fell by 8% from 74,906 in Q3 to 68,933. This represents a reduction from the same quarter in the previous year (90,164) and an increase on Q4 2019/20 (61,749). Last year saw the highest ever volumes into the service in one quarter, but demand has now returned to expected volumes resulting in subsequent reductions in calls handled and reports submitted.

Volumes of online reports received rose slightly this quarter, from 89,810 in Q3 to 93,232 in Q4. This represents a small decrease of 6% from Q1 when levels were at their highest. Some of this decrease is due to seasonality.

The average time taken to answer calls in Q4 was 18.33 minutes which is slower than the previous quarters this year and nearly double the monthly average of 9.45 minutes from 2020/21. March showed some recovery at 18 minutes from the February peak of 21, the target of answering calls within 5 minutes was not met in any month this year.

Call abandonment figures increased quarter on quarter to 43% and sit below the financial year average of 33.8%. Again February saw the highest call abandonment figures, but the whole quarter remained above 40%. The target of 16% was not met this year.

Q4 performance was impacted by staffing challenges including vetting delays, onboarding of new starters, attrition, high covid absence and annual leave. Storm weather and outages in the reporting system also impacted the service across a total of 6 days in February, resulting in manual reports being taken on two separate occasions.

Volume of Calls Taken and Online Reports

Average Speed of Answer (Minutes)

Q1	Q2	Q3	Q4
8.05	9.62	10.1	18.33

20/21 Av. 9.45 — FY 21/22 — Target

Percentage of Abandoned Calls

Q1	Q2	Q3	Q4
28%	29%	29%	43%

20/21 Av. 33% — FY 21/22 — Target

Quarter 4 was challenging in the Contact Centre, with system outages and power issues connected to Storm Eunice both having a negative affect on performance. There were also staffing shortages due to covid related sickness and annual leave. Measures have been put in place to mitigate these in the coming months.

Staff turnover is also still a factor, with more call handlers leaving than joining due to vetting issues. A plan is in place to recruit internal candidates who can be processed quicker, and effort has been put into upskilling the existing workforce while awaiting new starters.

On the online reporting tool, the Chatbot development has continued and all guests who aim to chat, now come through the menu provided. Phase 2 of the project is now live, and provides 60+ informational and guidance responses via a neural language bot, to free text questions from service users. This has resulted in further capacity to support the inbound voice service and uptake is now stable.

Outcome 2: *People & organisations are prevented from being victims of fraud, & victims are supported.*
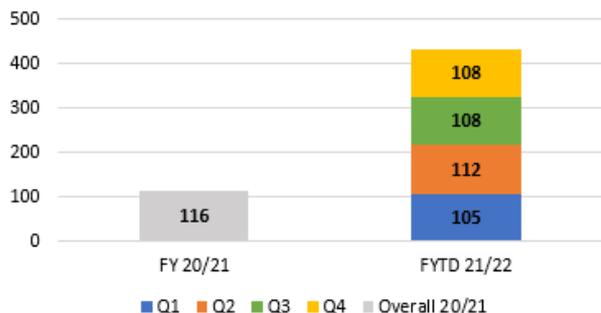
NLF Role: City of London Police is responsible for providing first contact support for victims who report to Action Fraud. It is also responsible for developing and disseminating national protect messaging for policing based upon latest crime reporting trends.
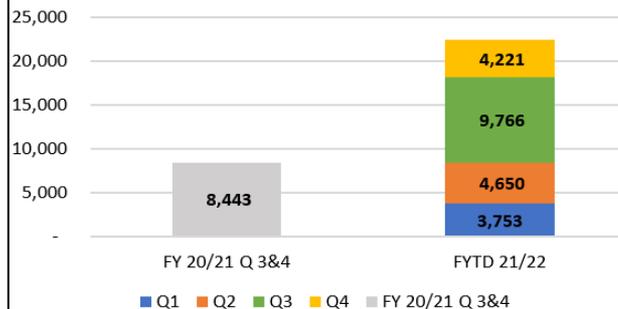
Success Measures:

- 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

FY 20/21: 116 (Overall 20/21)	FYTD 21/22: Q1 105, Q2 112, Q3 108, Q4 108

Legend: Q1, Q2, Q3, Q4, Overall 20/21

Reach of Protect Events

FY 20/21 Q 3&4: 8,443	FYTD 21/22: Q1 3,753, Q2 4,650, Q3 9,766, Q4 4,221

Legend: Q1, Q2, Q3, Q4, FY 20/21 Q 3&4

The Force continues to develop its understanding of engagement and reach for protect messaging; in order to establish the relevant baseline through online and offline media channels. 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. Next steps will involve 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

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
88	115	117	101	84	87	163	187	155	127	145	134

No. Protect Social Media Impressions

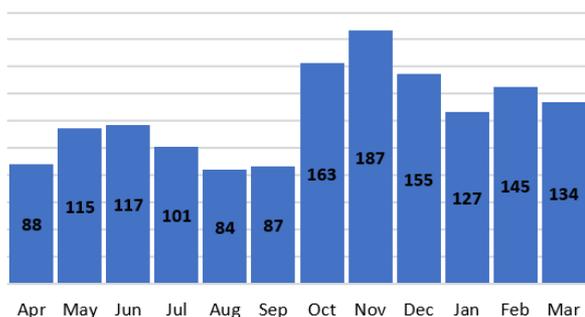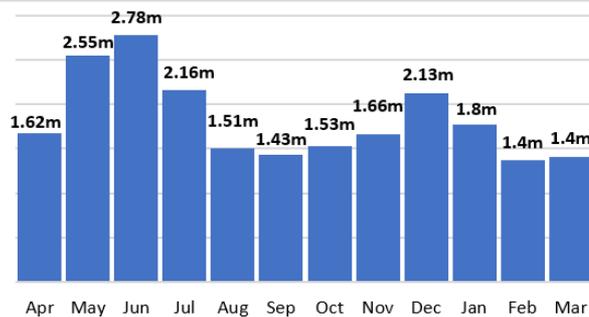| Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1.62m	2.55m	2.78m	2.16m	1.51m	1.43m	1.53m	1.66m	2.13m	1.8m	1.4m	1.4m

The number of protect events were significantly lower in 2020/21 than previous years; as restrictions were imposed due to Covid-19. However, teams found new ways of engaging with stakeholders and the public, in particular using online events which can reach greater numbers. This recovery continued in Q4 of this year, with 4,221 people attending 108 events. Of particular note, over 2,000 people attended online events held by DCPCU in March.

Following the increased activity relating to Black Friday and Christmas related frauds in Q3, Action Fraud social media output remained high compared to the first half of the year. The top engagements related to various phishing scams.

Across the quarter, the Media Team oversaw 12 press releases and 8 interviews, including an interview about 'cash for crash' with BBC's Crimewatch. Subject matter included the annual Valentines romance fraud awareness campaign and IFED's 10 year anniversary.

The NFIB released 6 alerts through its digital community messaging platforms. These platforms reach approximately 600,000 users each time an alert is sent.
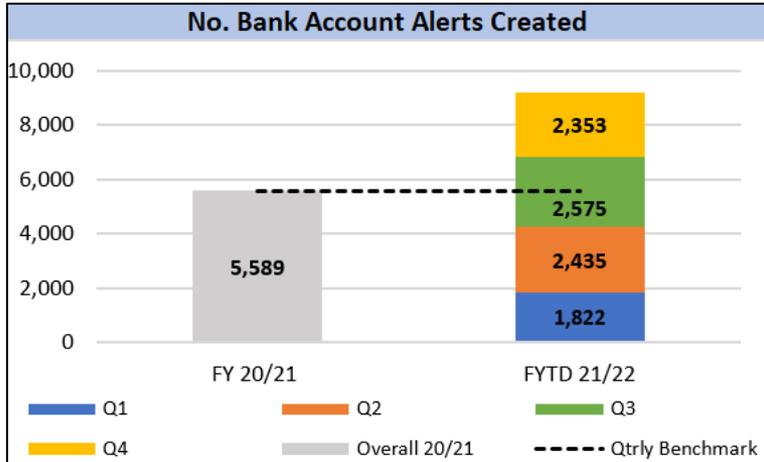
Outcome 2: *People & organisations are prevented from being victims of fraud, & victims are supported.*

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.

No. Bank Account Alerts Created

Q1 1,822 | Q2 2,435 | Q3 2,575 | Q4 2,353 | Overall 20/21 5,589 | ----- Qtrly Benchmark

Confirmed Value of Funds Repatriated

£661 | £15,407 | £860,196 | £44,277 | £352,034

Q1 | Q2 | Q3 | Q4 | Overall 20/21 | ----- Qtrly Benchmark

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 765 for 2021/22. January recorded a peak of 950 alerts sent to banks, followed by slightly lower numbers in February and March. The confirmed value of repatriated funds is reliant on feedback from banks which is not always available. The confirmed average monthly savings rose sharply from £14,759 in Q1 to £117,345 in Q2, but then fell to only £1,548 in Q3 and £661 in Q4. This is partly due to a £173,000 payment diversion fraud repatriated in July. For the financial year to date CoLP have alerted banks of accounts used to receive the proceeds of fraud to the amount of £35,124,518 and as a result £412,379 has been confirmed as recovered since April.

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. 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.
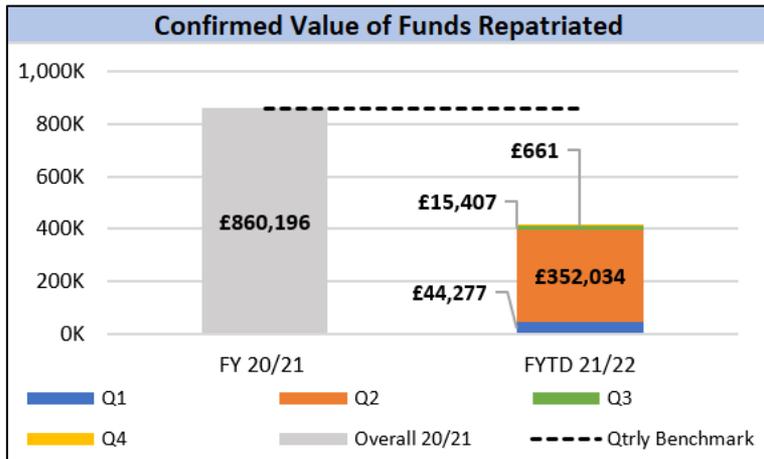
Additional funding has been received through the Lloyds collaboration to further automate alerts into the UK Finance BPS system; which many banks are using to identify monies at risk across industry. The additional benefit of this work, is to also automate the feedback from the banking industry back into CoLP as to the outcomes of the alerts sent by NFIB. The aim is to enhance feedback on action taken and funds repatriated to victims whilst reducing the manual effort to both chase, and send an outcome back to CoLP. Work is ongoing as to the feasibility of this solution working with UKF, CoLP IT and IMS with a delivery date on or before August 2022. In the meantime efforts have been made to improve the current process with individual banks utilising a CoLP volunteer working in the financial industry; to increase reporting of outcomes back into the NFIB.

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

Repeat Victims

Legend: ■ 20/21 Av. ■ FY 21/22
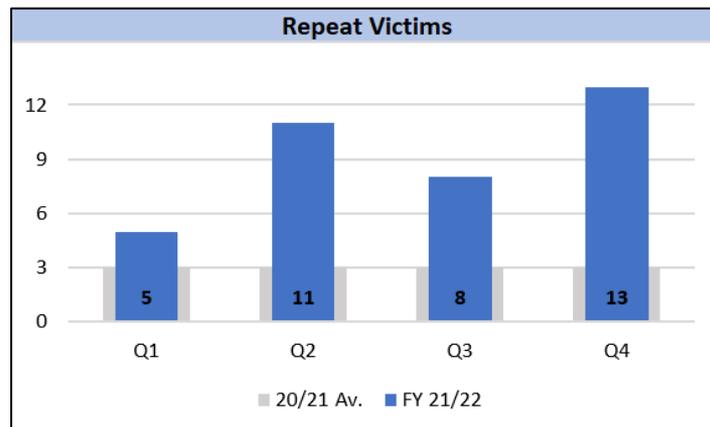
During the period, 13 repeat victims were recorded. Despite this being an increase on the 12 repeat victims recorded in 2020/21, as this is only 0.05% of total victims engaged with, levels of repeat victimisation remain low.

Level 1 & 2 FYTD 21/22

Legend:
- Non vulnerable Victim
- Vulnerable Victim
- E-advice given
- ----- Qtrly Benchmark Tel
- ----- Qtrly Benchmark Other

Telephone Contact Outcomes / Other Outcomes

The National Economic Crime Victim Care Unit (NECVCU) supports forces at a local level, delivering care to victims of fraud and cyber-crime, allowing for a consistent and national standard of care and support. The **Level 1** service gives Protect/Prevent advice to non-vulnerable victims of fraud. The **Level 2** service engages with victims when vulnerability is identified, and by giving crime prevention advice and signposting to local support services helps the victim to cope and recover from the fraud. Six forces are currently covered by both Level 1 and 2 services, with a further 14 receiving Level 1 only. The NECVCU is looking at onboarding more forces and have conducted 19 trials.

In the fourth quarter of 2021/22 the NECVCU has performed above 2020/21 averages with the volume of e-advice given, but the numbers of telephone contacts fell for the Level 1 service in March due to vetting issues, while remaining stable for Level 2. During the period, NECVCU has engaged with 17,934 victims. Between January and March 2022, 9 victims have requested additional advice over suspicious emails or phone calls, preventing re-victimisation and an estimated £145k in fraud. 77 victims have been provided with additional safeguarding support. Over the past 12-18 months NECVCU have supported victims to recover over £1,220,000.
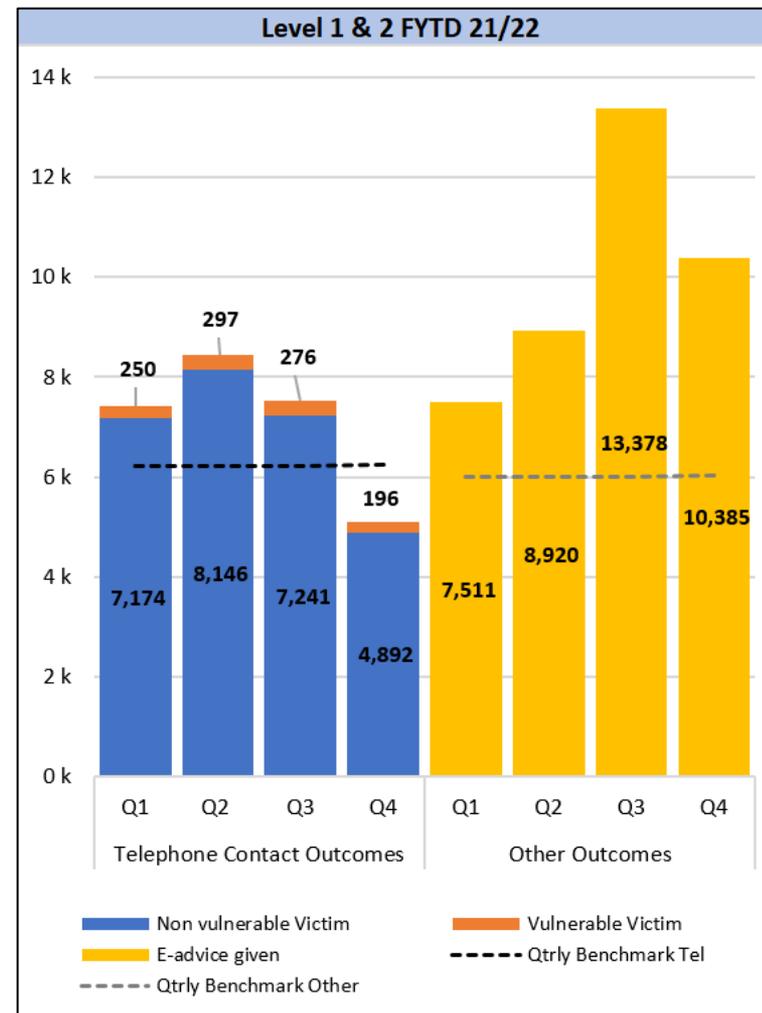
Outcome 3: *Police resources are coordinated and deployed efficiently and effectively.*

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.

Reports Reviewed within 28 days
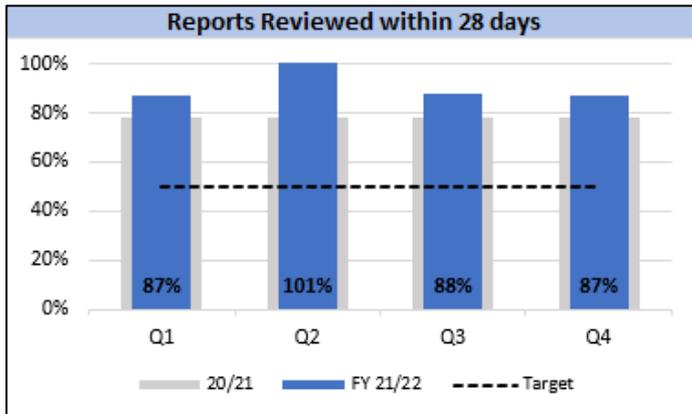
All fraud reports received are triaged against agreed thresholds and prioritised for review. The highest harm frauds are prioritised and the reports are further examined. Levels of harm are set each year through a MoRiLE process where each fraud and cyber crime type is ranked and the highest ranked for potential harm and risk become priority control strategy crimes. 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 and they may be referred to the National Economic Crime Victim Care Unit if appropriate.

Due to technical issues the data for triaging times was unavailable for some time. We now have preliminary figures from project DROID and are awaiting final sign-off of these, figures could be subject to change in future reports. Current indications are that throughout the year 91% of reports that meet the threshold for investigation have been reviewed within the 28 day target.

Reports Disseminated - Pursue
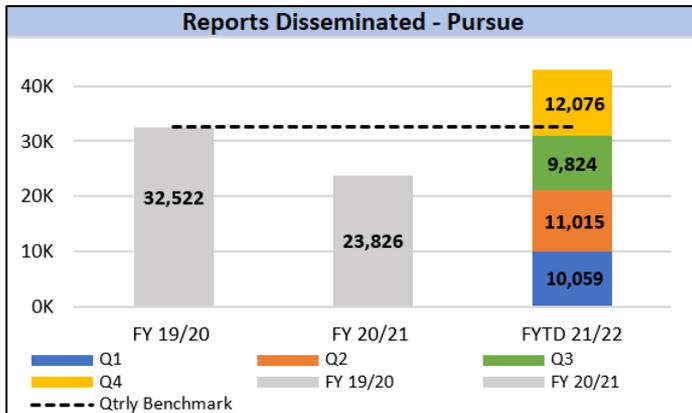
A total of 12,076 Pursue reports were disseminated in Q4, the highest quarterly volume of the year, and bringing the total Pursue reports disseminated to 42,974, a 32% increase from the 2019/20 benchmark. (Note: this excludes reports that are disseminated for intelligence purposes or victim care). There 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 also surpassed the 2020/21 quarterly average of 2,553, with 3,235 crimes sent 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.
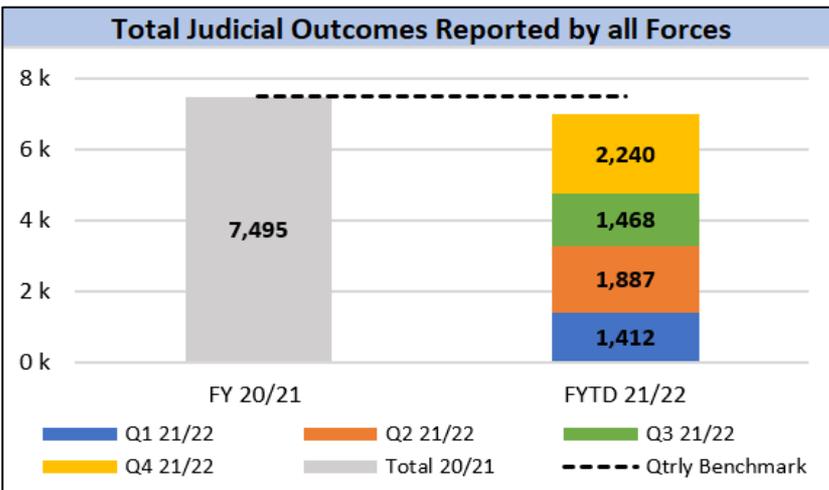
Success Measures:

- 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. In Q4, all forces continued to provide a return each month. The National Coordinators continue to engage with forces to ensure this 100% compliance can be maintained throughout the year.

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

FY 21/22 FYTD	Returns
Compliant (10-12 Returns)	45
Partially Compliant (7-9 Returns)	0
Non Compliant (0-6 Returns)	0

Total Judicial Outcomes Reported by all Forces

Legend: Q1 21/22, Q2 21/22, Q3 21/22, Q4 21/22, Total 20/21, Qtrly Benchmark

FY 20/21: 7,495
FYTD 21/22: Q1 1,412, Q2 1,887, Q3 1,468, Q4 2,240

The number of judicial outcomes reported nationally in Q4 peaked at 2,240 bringing the total to 7,007 for the year. This is a 7% deduction from the previous year's total outcomes. Non-judicial outcomes also fell slightly, from 57,826 in 20/21 to 57,424 in 21/22.

The total outcomes reported in the period can relate to disseminations from any time frame. The volume of outcomes fluctuates throughout the year as, for example, one investigation into a boiler room might have hundreds of outcomes attached to it.

When considered in relation to the number of crime report disseminations that have been made during FY 2021/22, this gives a judicial outcome rate of 25%.

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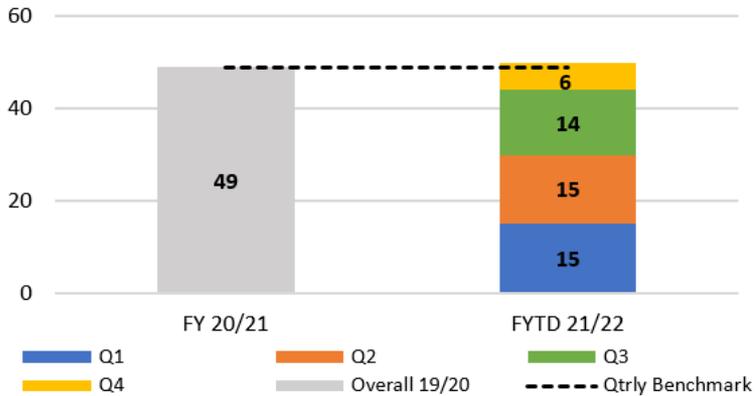
Outcome 4: *Fraudsters operating nationally are identified and their offending is being disrupted.*

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 it's funded units.

Success Measures:

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

Disruptions Against OCGs

Legend: Q1, Q2, Q3, Q4, Overall 19/20, Qtrly Benchmark

Disruptions Against OCGs by Impact

Legend: Major, Moderate, Minor, Benchmark

There are currently 65 mapped Organised Crime Groups (OCGs) under investigation by National Lead Force teams. Eight new OCGs were mapped in Q4 and four were closed.

There were a total of 6 disruptions during Q4 2021/22, which is half the quarterly average of 12 from the previous year. However, this exceeds the number of disruptions recorded for Q4 of 2020/21 (4) suggesting a possible seasonal variance in Q4.

Although no major disruptions were recorded in Q4, the total for the year is 10, which is the same as 20/21 and slightly less than 19/20. Overall, the number of disruptions has increased by 1, with the greatest proportion being of moderate impact.

- Two moderate disruptions were claimed in Q4 relating to the arrest of a key nominal and seizure of digital devices in a Fraud Team case, and two subjects pleading guilty to producing counterfeit Bio Oil in a PIPCU investigation.

- The moderate disruptions included the arrest of a professional enabler, and warrants, seizures and intelligence gathering conducted against a number of key nominals in cases across the NLF teams.

- The City SOC team continue to receive and assess NLF referrals where appropriate for proactive support and investigation.

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 it's funded units.

Success Measures:	
Increase the number of judicial outcomes recorded by City of London Police.*	
*The ambition is to increase by 25% with a stretch metric of 50% of 20/21 outcomes	

Judicial Outcomes Recorded by CoLP

Legend: Q1, Q2, Q3, Q4, Overall 20/21, Qtrly Benchmark
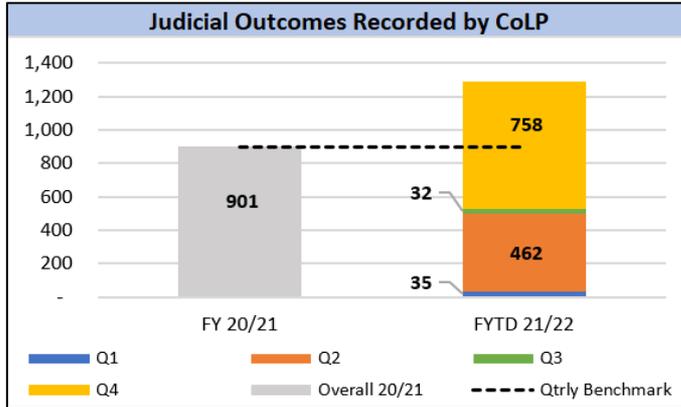
Pursue activity was affected by the pandemic throughout the previous year, with lower numbers of arrests, interviews, cautions and charges than in 2019/20. Each quarter of 2021/22 has seen recovery of activity levels across all of these measures, reaching a peak in March with officers reporting 24 arrests and 34 interviews under caution.

The chart to the left shows that following the high numbers of judicial outcomes reported in 2020/21 and Q2, the numbers dropped considerably in Q3 of this year, before rising again in Q4. The 2021/22 total of 1,287 judicial outcomes represents a 43% increase from the previous year.

A significantly higher number of judicial outcomes were recorded by CoLP in Q2 and Q4, with outcomes posted for a number of notable operations, each giving multiple outcomes and some providing closure for hundreds of victims. This fluctuation is expected as cases with varying numbers of crimes attached are seen in courts throughout the year.

Convictions Recorded by CoLP

Legend: Q1, Q2, Q3, Q4, Overall 19/20, Qtrly Benchmark
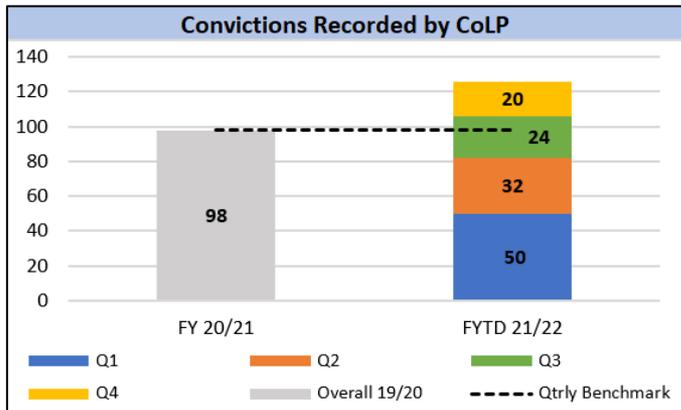
In Quarter 4, there were less convictions for cases that had been tried during the current reporting period than in previous quarters. However, the Q4 total of 20 convictions brings the overall number for 2021/22 to 126, surpassing the annual count from 2020/21 and showing a return to pre-pandemic levels.

Notable successes throughout Q4 included a fraud by false representation where the suspects defrauded a hotel of £125k; one suspect was recently extradited from the US and convicted. Another conviction was obtained where two fraudsters had colluded to obtain mortgages using fraudulent information resulting in tens of thousands of pounds. A previous trial had to be abandoned at a late stage as several jury members contracted COVID-19. A high profile suspect was found guilty for fraud by false representation by claiming on an alleged collision at a time when no motor insurance policy existed.

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.*
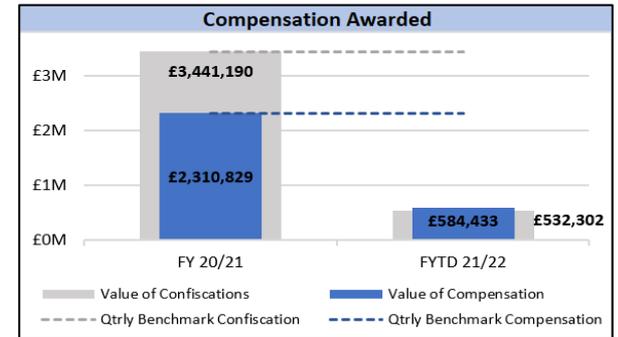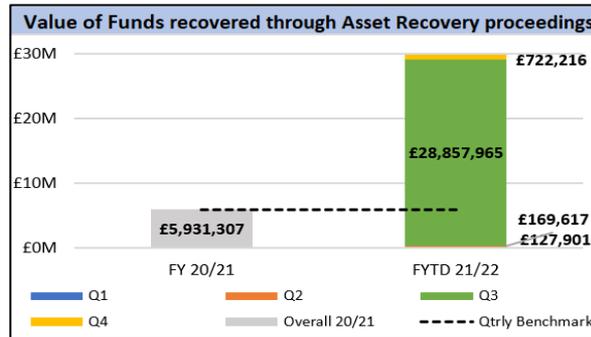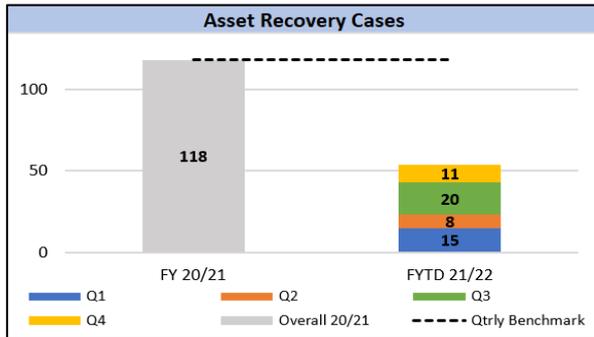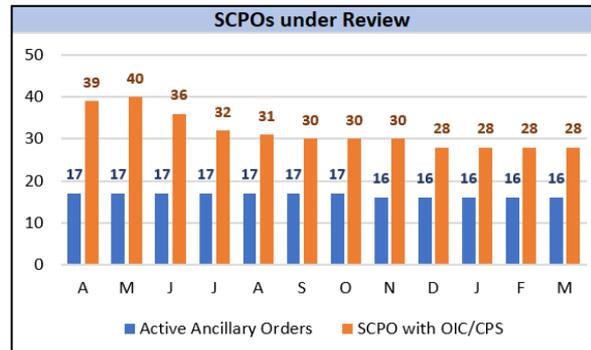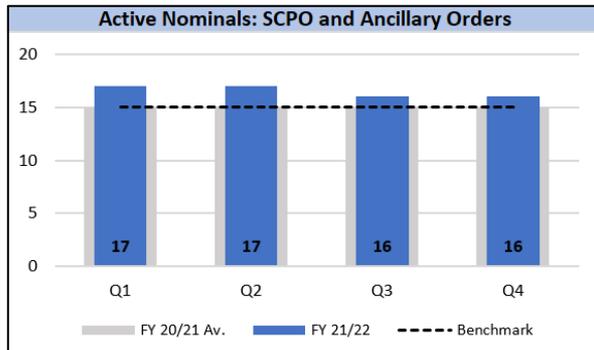
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Success Measures:

- 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.

Asset Recovery Cases

Value of Funds recovered through Asset Recovery proceedings

Compensation Awarded

There has been an overall 54% drop in POCA activities compared to the previous year. Throughout the Financial Year, the value of these orders has reduced considerably across all measures with the exception of Account Forfeiture, when in Q3 the Asset Recovery Team working in partnership with the CPS obtained two Account Forfeiture orders totalling over £28.75m; the UK's highest ever account forfeiture. Then, as an offshoot to this ground breaking investigation, an Account Freezing Order was obtained for £1.48m. Decreases in POCA activity are being seen nationally and the Strategic Asset Recovery Board is investigating this change. Responding to these changes in POCA activity, officers have sought innovate ways to compensate victims. In one case, officers attended court under the Police Property Act and obtained an order for a Rolex valued at £36k seized during the investigation be delivered to an elderly victim of courier fraud.

Active Nominals: SCPO and Ancillary Orders

SCPOs under Review

The active ancillary orders include Serious Crime Prevention Orders, Financial Reporting Orders and Criminal Behaviour Orders.

Throughout the year numbers fluctuate as orders expired and new ones have been served. Quarter 4 has remained at 16 active Ancillary Orders, 1 above the 20/21 benchmark.

Currently CoLP have 28 SCPOs under review with OIC/CPS and 16 Active Ancillary Orders with one order having expired in September.

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 it's funded units.

Success Measures:

- The number of disruptions to technological enablers is sustained.

Disruptions by Volume
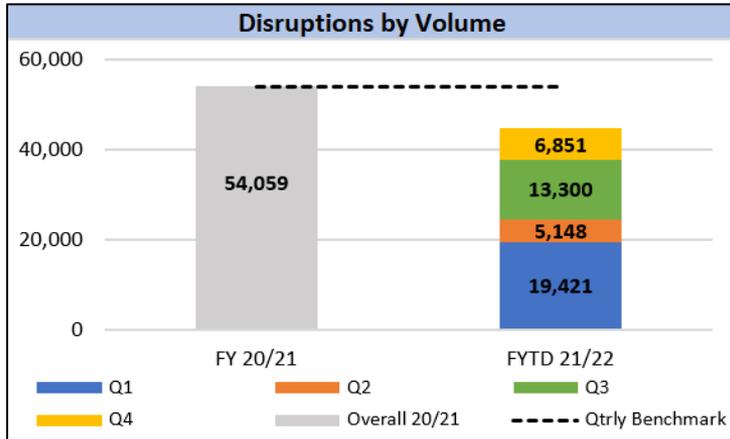
During Quarter 4, 6,851 disruptions were recorded; this takes the total for the year to 44,720, a 17% reduction on the 2020/21 final figure. Although performance in disruptions was consistent across all measures during 2021/22, the previous year saw a number of focused operations, particularly around bank cards, which only took place during May 2021 in this period.

During the forth quarter, there was a particular intensification in website disruptions by both the NFIB Prevention and Disruption Team (P&D), and the PIPCU operation to disrupt fraudulent domains. Activity in this area during Q4 accounted for over half of the annual total, with teams accepting referrals of single fraudulent websites and identifying multiple others created by the same registrants.

Disruptions by Platform
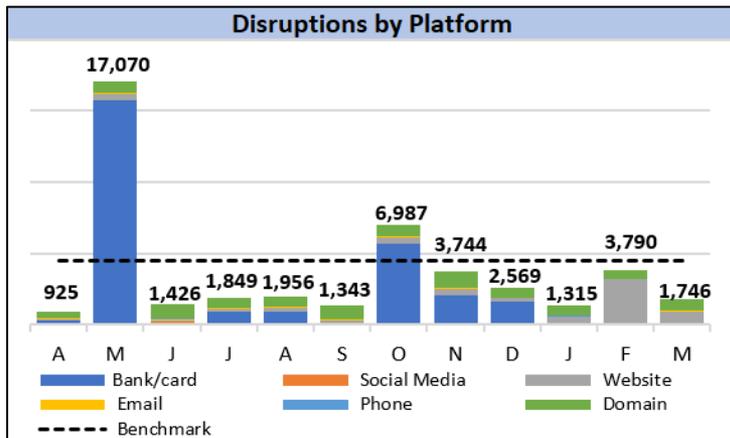
City of London Police and National Cyber Security Centre Suspicious Email Reporting and Takedowns: NCSC & COLP receive reporting of suspicious emails from the public via SERS, which launched 21 Apr 2020. As of 31st March 2022, the number of reports received stand at more than 11,000,000 with the removal of more than 78,000 scams across 144,000 URLs. The public are sent large volumes of scam messages every day, many of which will be blocked by spam filters or otherwise ignored.

In Q4 there were more than 19,000 suspicious emails reported per day to NCSC and COLP, in addition to around 623 cyber-enabled crimes reported by victims to Action Fraud. From these suspicious emails, we identified nearly 340 new pieces of infrastructure (websites, servers, or emails) per day - i.e., about 1.8% of scam messages the public sent us contained 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
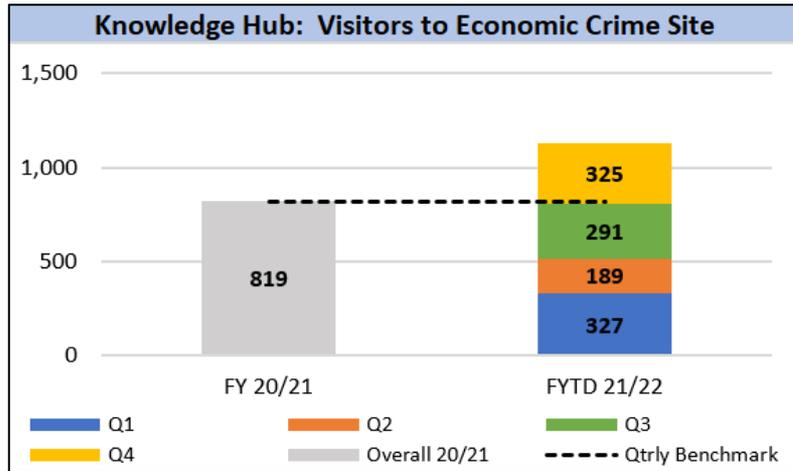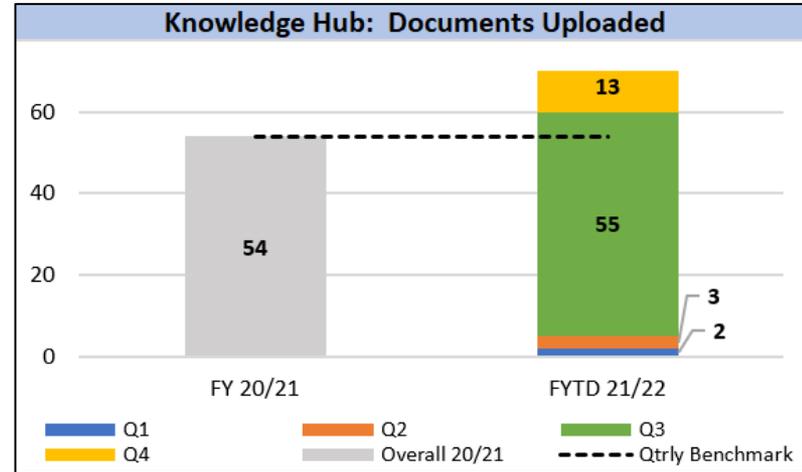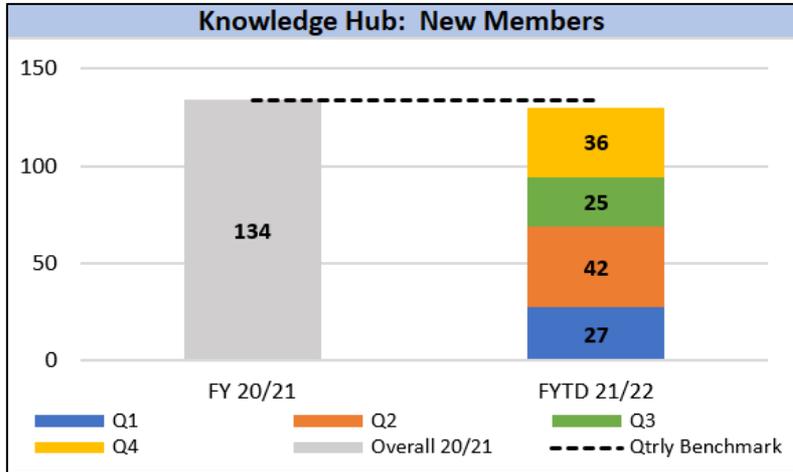
The Economic Crime Knowledge Hub membership has continued to rise steadily during Q4 2021/22. There have been 36 new members to the Economic Crime Knowledge Hub this quarter as the rate of new membership increased from Q3. The total membership fell following a purge of .pnn registered email addresses, but as below, the remaining members show high engagement levels with the site.

13 new documents were uploaded to the Knowledge Hub during the period, surpassing the total number of uploads from 20/21 by 35%. There were also 42 contributions to the site, including interactions on the forum and responses to polls, showing high levels of overall activity.

The number of visitors to the Hub has increased quarter on quarter since Q2, and the site welcomed 38% more visitors in 2021/22 than the previous year.

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.

*Stretch metric to increase these levels.

Academy Delegates

Academy Delegates by Sector

Academy Delegate Satisfaction
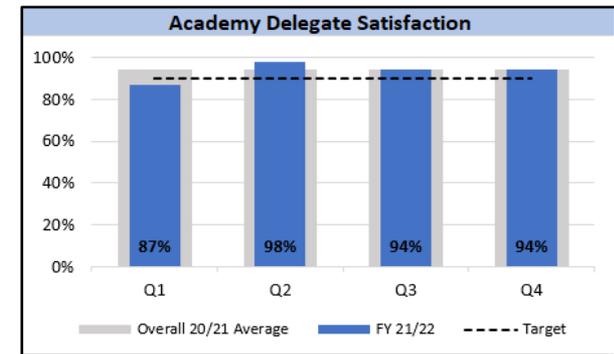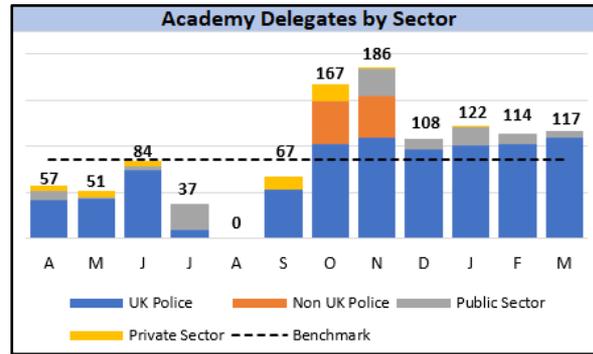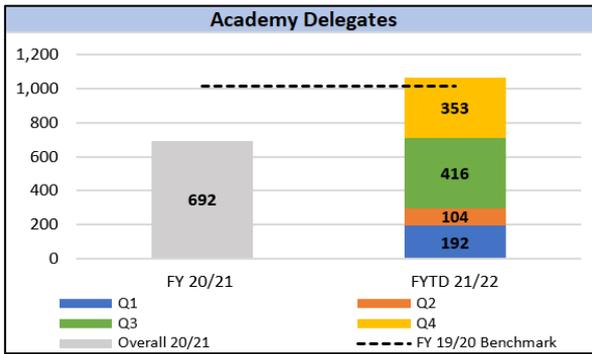
We have seen a sustained higher level of activity for the academy throughout Q4, taking the total number of delegates trained for the year above the 19/20 baseline and maintaining target levels of satisfaction. Across the period 32 courses were run and a total of 353 delegates attended from across UK policing and the public sector. We can see from the delegates by sector graph that after a slow start to the year delegate numbers have been above the benchmark level since October.

The ECA continues to adapt training to suit the needs of their customers, across the quarter a mix of face to face and online training has been delivered sometimes changing based on the request of the trainee organisation. Courses delivered included Bribery and Corruption, Money Laundering, Introduction to Economic Crime and Specialist Fraud Investigation (SFI).

March saw the ECA deliver its highest number of training days for the year across 11 courses. This included an SFI course in Manchester for delegates that are located outside of London. This course was very popular and as a result the academy have scheduled further SFI courses outside of London for the next financial year to meet the demand. A review of the course materials for the SFI course also began in March and good feedback , 96% satisfied, was received from an SFI course run online in February showing improvements over a previous online course which saw delegate satisfaction drop to 88%.

The ECA launched their Demystifying Cyber Enables Fraud course at the end of the year, and are looking to commission a Cyber Open Source Intelligence course as part of it's on-line offerings which will be offered to the NFIB.