

National Lead Force Performance Report

Q1: April – June 2022



Performance Assessment

The dashboard provides an assessment of City of London Police (CoLP) performance against the National Lead Force (NLF) aims and objectives as set out in the National Lead Force Plan 2020-2023 (NLF Plan). The NLF Plan was approved by the City of London Police Authority in October 2020. The plan sets out how CoLP will improve the national response to fraud. It reflects NLF's contribution and commitment to the National Fraud Policing Strategy and the National Economic Crime Centre's (NECC) five-year strategy. The NECC leads the 'whole system' 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	Supporting and safeguarding victims	We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.	Overall - GOOD
Outcome 2	Disrupt fraudsters	We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.	Overall - ADEQUATE
Outcome 3	Investigate and prosecute	We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better outcomes for victims.	Overall - GOOD
Outcome 4	Raise awareness and prevent crime	We raise awareness of the threat and prevent fraud impacting people and businesses.	Overall - ADEQUATE
Outcome 5	Building capabilities	As National Lead Force we work creatively and with partners to improve capabilities to tackle fraud across policing and the wider system.	Overall - ADEQUATE



Performance Assessment

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

Table 1 – Success Measure Performance RAG assessment

OUTSTANDING	Performance consistently exceeds expected success measures
GOOD	Performance consistently meets expected success measures
ADEQUATE	Success measures have not been consistently met but plans are in place to improve by the end of the period
REQUIRES IMPROVEMENT	Success measures have not been consistently met and there is insufficient evidence that performance will improve by the end of the period
INADEQUATE	It is unlikely the success measures will be met for the annual period based on the quarters to date
NO GRADING	Insufficient evidence means that no meaningful assessment is possible at this time



Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

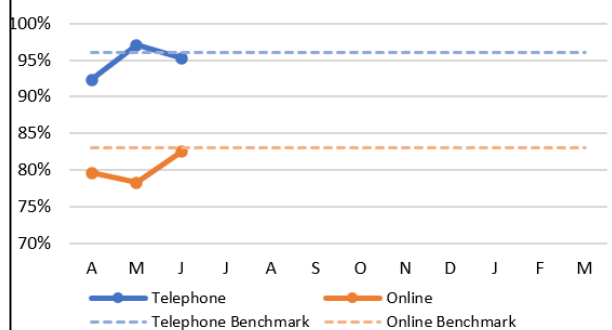
Success Measures:

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

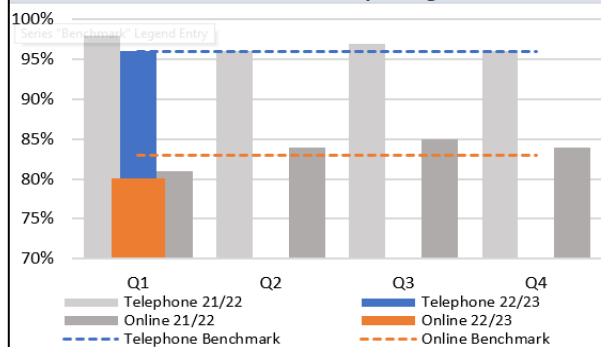
GOOD

ADEQUATE

Victim Satisfaction by Month and Reporting Channel



Victim Satisfaction with Reporting Channel



Since the launch of the current victim satisfaction survey, Action Fraud advisors have provided a consistently good service. Overall, 0.8% of those reporting a crime in Q1 opted to provide satisfaction feedback to the confirmation fulfilment survey. Over 1.48M confirmation survey links have been delivered to date, with 16,606 respondents (1.1%) opting to provide satisfaction feedback, including free text responses which are used to continuously improve our service.

1.A. – The main Action Fraud survey indicates that satisfaction with telephone reporting service in Q1 remained within target at 96% despite a marginal quarter on quarter down trend of 17%, largely attributable to frustration regarding increased call wait times. However, this figure should be viewed with caution as April satisfaction metrics are unreliable and fell significantly due to technology issues associated with fulfilment amendment. During the period there was a slight improvement in both the average call handling time and the average speed of answer, and if these trends continue satisfaction would be expected to improve in Q2.

1.B. – Online satisfaction remained below target at 80% across the quarter with a June high of 82%. It should be noted that the technical issues affecting April/May fulfilment directly impacted the satisfaction responses provided. A workshop to review chatbot performance took place in June and any optimisation agreed will be put in place by the end of August.



Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

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

GOOD

GOOD

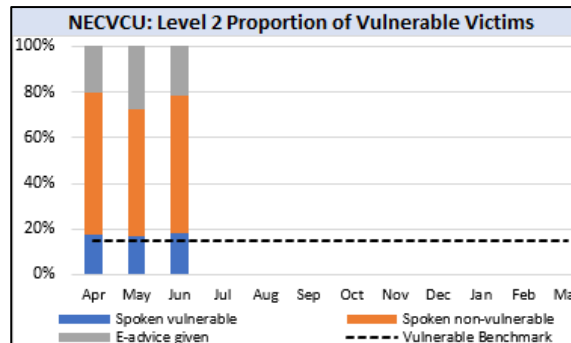
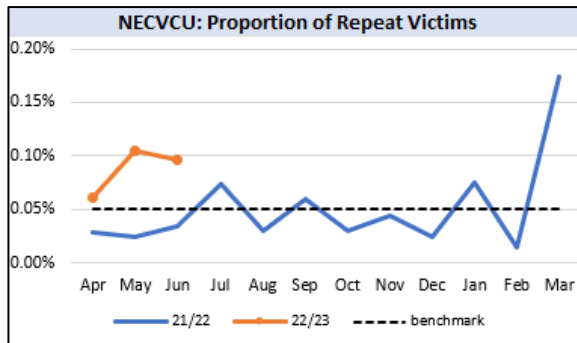
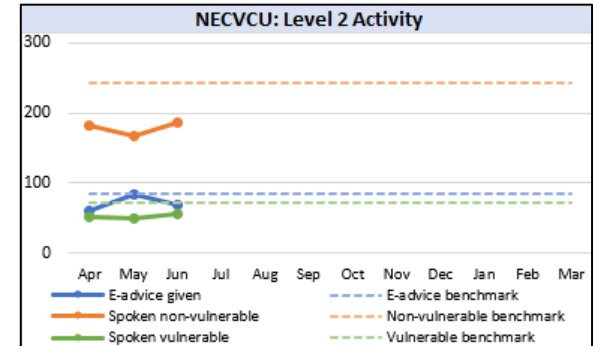
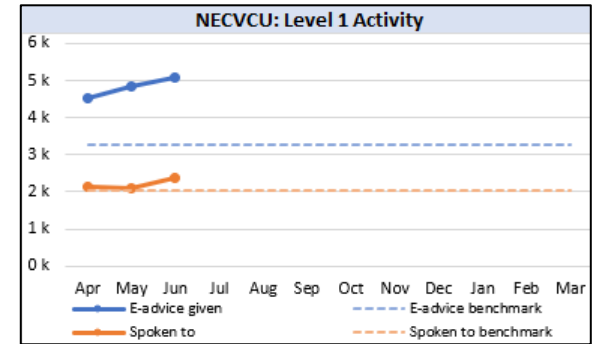
GOOD

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 a number of trials.

1.C. – In Q1 there were 23 victims identified as repeat victims, up from the 2021/22 quarterly average of 9, but below the 1% target at 0.09% of victims engaged with during the period.

1.D. – The proportion of vulnerable victims spoken to by the Level 2 service was above the benchmark each month in Q1, with the quarterly total at 17% vulnerable victims, up from the 15% 21/22 average.

1.E. – When compared against the 2021/22 Q1 total (17,043) and the 21/22 quarterly average (19,931), victim engagement was up by 54% and 31% respectively, with 26,176 contacts across both levels.



Outcome 1: Supporting and Safeguarding Victims.

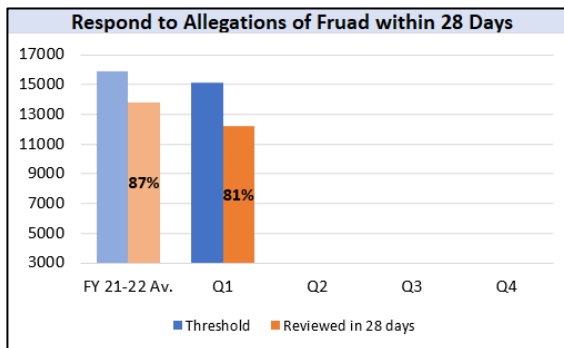
NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

F.	To review and, where appropriate, disseminate for safeguarding or Protect activity, all victims that are identified as vulnerable, within 7 days.	GOOD
G.	To review and respond to all allegations of fraud that meet the threshold prioritisation criteria, within 28 days.	ADEQUATE
H.	To provide a fulfilment letter to all victims, within 28 days.	GOOD
I.	To send a bespoke Protect email to 95% of individual victims who provide an email address, within 7 days.	GOOD

1.F. – To identify potentially vulnerable victims, a search is run on all reports of fraud, looking at agreed ‘risky words’.

In Q1, there were 3,128 reports identified as potentially vulnerable. 1005 of these were reviewed for vulnerability and 945 were sent to forces for Protect activity within 7 days of the report being downloaded to the system.



1.G. – The number of reports meeting the threshold for review dropped by 5% in Q1 from the 2021/22 average position. The proportion of these reports that were reviewed also dropped, from 87% in 21/22 to 81% in Q1. The main reason for the reduction in reviews is staffing reductions, including annual leave and high vacancies held in the team. There is an ongoing recruitment campaign and we expect this to even out over the rest of the year where leave periods are not so significant.

Trends with reporting are monitored. If a significant reduction in a particular crime type is noted, NFIB will look at options to encourage reporting to relevant sectors or individuals.

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

1.I. – The NFIB have a number of advice letters, tailored to each fraud type, which are emailed to victims on a weekly basis. This service is known as ‘Send in Blue’. In August 2021 this process was automated, and the success rate went from a low of 59% in June, to an average of 99.69% for the rest of 2021/22. In Q1 22/23, the success rate of Send in Blue was 99.88%.



Outcome 1: Supporting and Safeguarding Victims.

NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

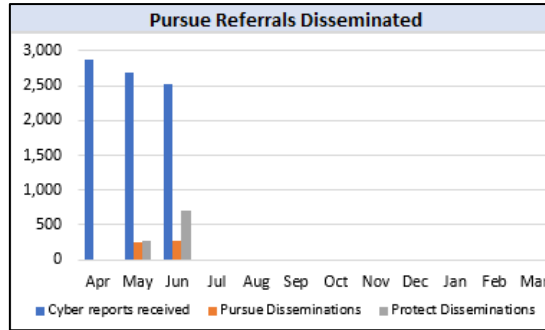
- J. To review all unclassified cyber related Action Fraud reports to determine their viability for dissemination, within 7 days.
- K. To review and disseminate all Action Fraud reports classified with an NFIB Cybercrime code, within 7 days.
- L. To respond to all live cybercrime reports, within 2 hours of reporting.
- M. To determine and respond to all reports of cyber dependent crime identified as having a victims vulnerability factor, and disseminate for safeguarding activity, within 72 hours of reporting.
- N. All businesses reporting cyber enabled crime to receive Protect advice within 72 hours of reporting.

NO GRADING
INADEQUATE
GOOD
NO GRADING
GOOD

1.K. – In Q1, 8,072 reports were classified with a Cybercrime code. Of these, 19% were disseminated for Protect or Pursue. This measure is being reviewed and a process for reporting timeliness will be explored for Q2.

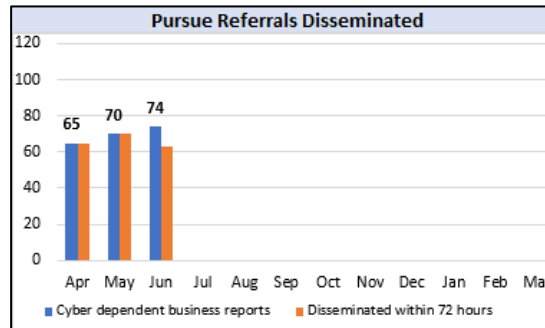
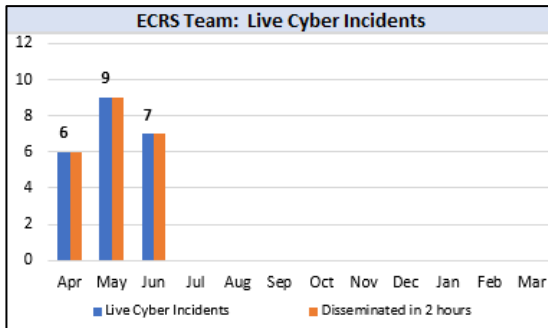
1.L. – 22 live cyber incidents were recorded in Q1, and each one was reviewed and a response sent within 2 hours.

1.N. – 95% of businesses reporting cyber enabled crime were provided Protect advice within 72hrs. As the processes have become embedded this has improved to 100% consistently with bank holidays likely to be the only factor preventing this measure being met.



1.J. – NFIB Cyber are developing new management information processes to understand the demand and accurately report on the response.

1.M. – NFIB Cyber are currently reviewing the processes for identifying vulnerable victims which includes looking at the search terms used to identify those potential reports and retraining staff on Vulnerability, Domestic Abuse, Stalking, and Harassment. The new process for review and dissemination of reports by vulnerable victims is expected to be in place for reporting ahead of Q2.



Outcome 1: Supporting and Safeguarding Victims.

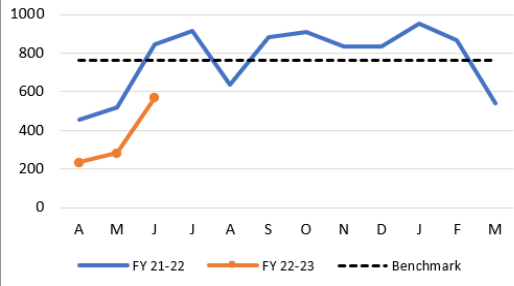
NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

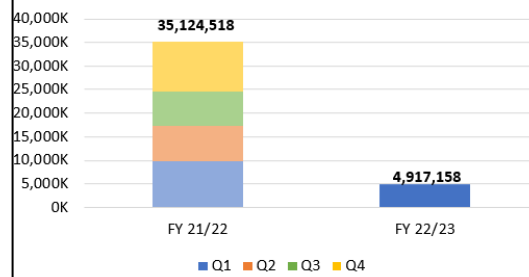
O. To help victims of fraud to prevent or recover losses through information sharing with the banking sector and support from victim care.

ADEQUATE

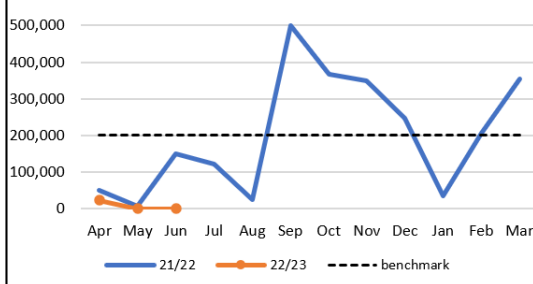
Project RECALL - No. Account Alerts Sent to Banks



Project RECALL - Value of Alerts sent to Banks



NECVCU: Approx. Value of Funds Recovered



The number of **NECVCU** victims with confirmed recoveries, and the associated value of those recoveries is dependant on the victim informing the NECVCU. Since January 2021, 81 victims have reported approximately £2.5m refunds received.

Project RECALL is a longstanding initiative to alert banks to accounts used in fraud. The number of disrupted bank accounts has been rising since the inception of the project, but a software licensing issue in April limited the number of alerts sent this quarter, despite steady recovery throughout May and June.

For the financial year to date CoLP have alerted banks of accounts used to receive the proceeds of fraud to the amount of £4,917,158. The system for banks to confirm the value of repatriated funds is not automated as yet, and in Q1 only £3 was confirmed to the NFIB.

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 2021.



Outcome 2: Disrupt Fraudsters.

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

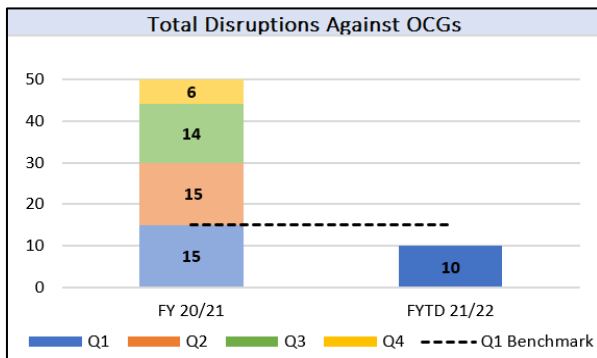
Success Measures:

A. To sustain the level of Economic Crime OCG disruptions.

ADEQUATE

B. To increase the proportion of major and moderate disruptions against Economic Crime OCGs.

ADEQUATE



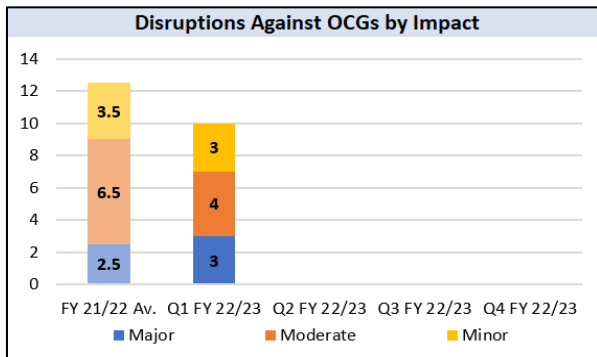
There are currently 63 mapped Organised Crime Groups (OCGs) under investigation by National Lead Force teams. Three new OCGs were mapped in the quarter, and five were closed.

There were 10 disruptions claimed against NLF OCGs in Q1, which is less than the quarterly average of 12.5 from the previous year. Of these, 3 were classified as Major disruptions. There were also 4 Moderate and 3 Minor disruptions recorded.

There is currently only 1 Economic Crime OCG group that falls within the highest quartile of harm scoring OCGs and no disruptions were made against it in Q1.

It has been agreed that Met DCPCU Disruptions should be represented within these figures. These numbers are currently not included but are being retrieved, therefore the chart and figures are subject to future changes.

- A major disruption represents the OCG being fully dismantled or impacted at a key player level. Of the 3 Major disruptions claimed in Q1, 2 related to DCPCU OCGs, with the third mapped by PIPCU.
- 2 Moderate disruptions were claimed by DCPCU for large seizures, arrests, and intelligence development. PIPCU's Moderate disruption also included a warrant served, seizures and an arrest. The final Moderate disruption was claimed by IFED for 3 arrests, warrants and searches conducted, and seizures made.
- The Minor disruptions were claimed by PIPCU and the Fraud Teams for warrants, seizures and arrests made.



Outcome 2: Disrupt Fraudsters.

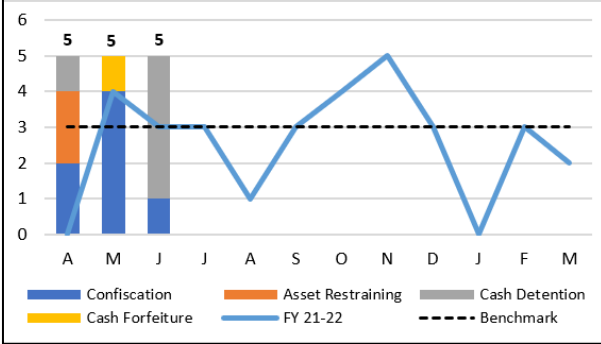
NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

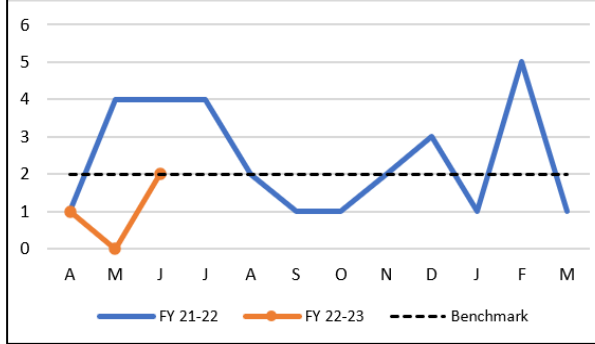
C. To increase the use of POCA powers to freeze, restrain and protect proceeds of crime.

GOOD

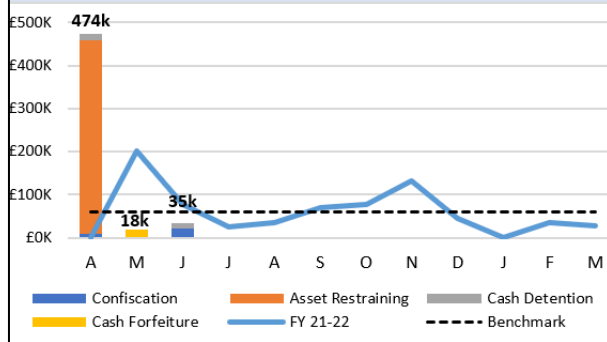
Use of POCA Powers



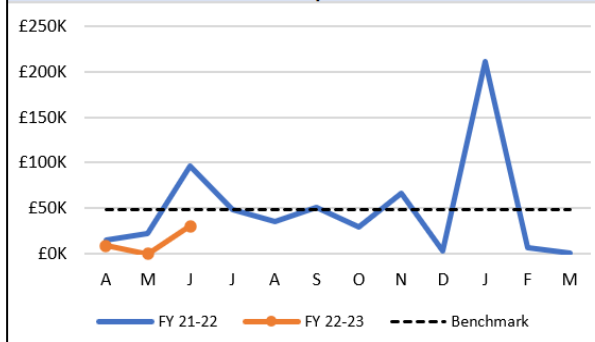
Number of Victims Awarded Compensation



Value of POCA Activities



Value of Victim Compensation Awarded



In Q1, Operational Fraud teams and Funded Units carried out a total of 15 POCA activities. This is above the 21/22 quarterly average of 8 and the 21/22 Q1 total of 7.

Most of the activity focused on confiscation orders (7) and cash detentions (5). However, the greatest value came from two asset restraining orders carried out in April. Following a DCPCU investigation into a criminal marketplace for software that gave fraudsters unauthorised access to compromised bank accounts, the suspect responsible was identified and arrested. As a result, police identified crypto assets valued at approximately £300,000 which have been seized and restrained. The Defendant pleaded guilty in June 2022 and confiscation proceedings are now ongoing.

Although below the 21/22 benchmark, teams worked to ensure that 3 victims were awarded a total of £39,598 compensation by the Courts.



Outcome 2: Disrupt Fraudsters.

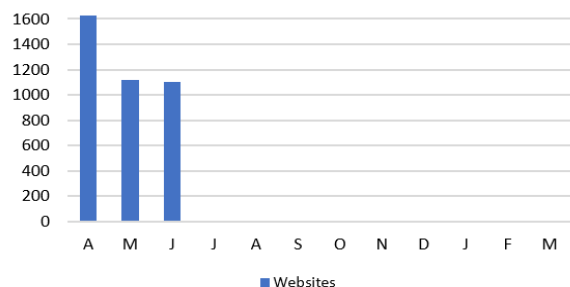
NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

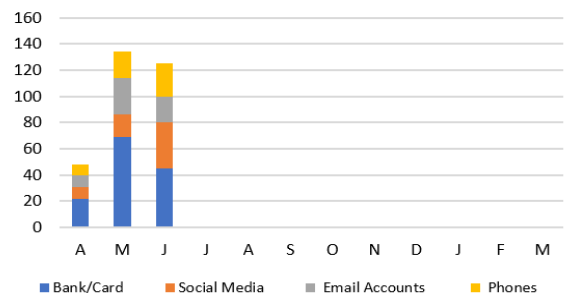
D. To increase the identification and disruption of cyber enablers to curtail criminality and protect victims

REQUIRES IMPROVEMENT

Number of Disruptions to Websites



Number of Disruptions to Other Technological Enablers



During Q1, a total of 4,156 disruptions were recorded, a 39% drop from the 2021/22 Q4 total of 6,851. Disruption activity across departments focused on websites, both in the UK and overseas due to new partnership working from PIPCU. The NFIB Prevention and Disruption (P&D) team acts on referrals from Action Fraud, but the majority of its website disruptions are proactively sought.

Disruptions to other technological enablers rose throughout the quarter, reaching a peak in May. The P&D team is particularly aiming to increase disruptions to social media accounts used in fraud. They are working with the Home Office Economic Crime Directorates Homeland Security Group to build a direct relationship with Facebook, which will enhance the team's ability to make quick time disruption requests.

Calculating the value of 'actual loss' and 'potential loss saved' is complex and teams do not currently use the same methods. It is our aim to capture the impact of disruptions on victims and options are being explored to bring these in line.

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 30th June 2022, the number of reports received stand at more than 13,000,000 with the removal of more than 91,000 scams across 167,000 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 Q1 there were more than 15,600 suspicious emails reported per day to NCSC and COLP, in addition to around 584 cyber-enabled crimes reported by victims to Action Fraud. From these suspicious emails, we identified over 330 new pieces of infrastructure (websites, servers, or emails) per day - i.e., about 2.1% of scam messages the public sent us contained unique knowledge of something malicious.



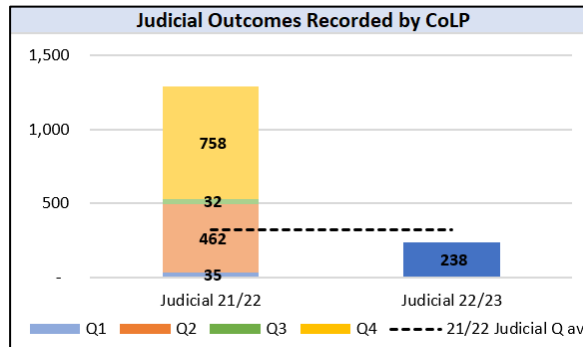
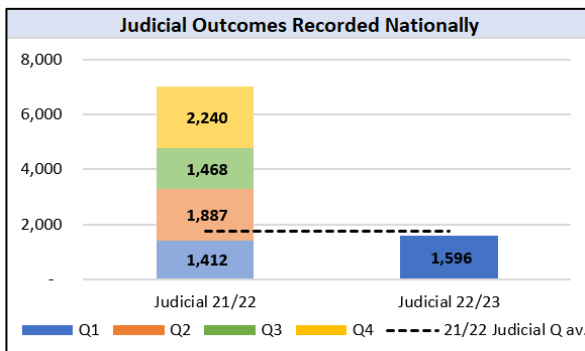
Outcome 3: Investigate and Prosecute.

NLF Role: We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better criminal justice outcomes for victims.

Success Measures:

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

GOOD
GOOD
GOOD



At the end of Q1, the national judicial outcome rates are 7.6% for 2019/20, 5.0% for 2020/21 and 4.3% for 2021/22. There are still outstanding disseminations for each year either being investigated or awaiting closure - which means the outcome rate is likely to increase over time and these figures are subject to change.

The COLP judicial outcome rate is 22% for 2019/20, 9% for 2020/21 and 38% for 2021/22, far higher than the national averages. The COLP NFA rate is currently 5% for 2021/22, which is below the national average of 42%.

Although above Q1 21/22 levels, the number of judicial outcomes recorded locally and nationally falls below the quarterly average.

The total outcomes reported in the period can relate to disseminations from any time frame. The volume of outcomes is expected to fluctuate throughout the year as cases with varying numbers of crimes attached are seen in courts. For example, one investigation into a boiler room might have hundreds of outcomes attached to it and closing the case will give multiple outcomes and potentially bring closure to hundreds of victims.

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

FY 22/23 FYTD	No. Forces
Compliant (2-3 Returns)	45
Partially Compliant (n/a)	0
Non Compliant (0-1 Returns)	0

Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. In Q1, all forces provide their return each month. The National Coordinators will continue to engage with forces to ensure this 100% compliance can be maintained throughout the year.



Outcome 3: Investigate and Prosecute.

NLF Role: We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better criminal justice outcomes for victims.

Success Measures:

D. Through leadership of LFOR improve the coordination of Operational Activity across Policing to increase Pursue outcomes for victims.

ADEQUATE

Operation Henhouse was a National Intensification period that took place throughout May and early June. The Operation involved Forces and ROCUs targeting fraudsters by a period of enhanced PURSUE activity to increase arrests, voluntary interviews and disruptions linked to fraud, and the seizure and repatriation of the proceeds of crime back to victims. LFOR co-ordinated the National Policing response which resulted in an additional 186 arrests, 122 voluntary interviews, 353 cease and desist interventions and 131 seizures / Account Freezing Orders to the value of £33,088,81.

The development of the regional **Proactive Economic Crime Teams** continues to gather momentum with SW PECT coming on-line in Q1. The teams will focus on local, regional and national priorities, and make a significant difference in tackling fraud by adopting cases that may not reach investigative thresholds of other departments. LFOR oversee the Tasking and Co-ordination process for PECTs and will be introducing an APMIS based performance dashboard in the future.

LFOR assisted other Forces and Regions with **11 requests for assistance** during Q1 2022-23. The requests were for arrests, warrants to be executed, supporting premises searches, and the gathering of evidence. This is a key role of LFOR who will provide Operational and Investigative support to all UK Forces and Regions to progress cases with enquiries in London. A high number of OCG activity that impacts victims across the country have links to London, and by providing such support LFOR are supporting partners in expediting positive outcomes and disruption opportunities.

As the **National lead for Courier Fraud**, LFOR continue to support the Intelligence Development Team with analysis and dissemination of data to support PURSUE activity across the UK. The weekly bulletin, AMUR image circulation and National TEAMS call are examples of how NLF are co-ordinating the response to reducing Courier Fraud. These processes have enabled IDT to link offenders through the use of mobiles and MO which ultimately improve the opportunities for Forces to obtain a positive outcome by sharing key evidence and identifying new lines of enquiry.

LFOR received and developed 8 cases from UK Forces that were subject of **Case Acceptance Plans** for consideration by NLF Operations. This compares to 23 cases the previous quarter.

There have also been 49 **International requests for assistance** from Foreign Law Enforcement Agencies. These are managed within LFOR, and during this quarter the highest number of requests were from Germany. The overall number of International requests was 99 for Q4 2021-22.



Outcome 4: Raise Awareness and Prevent Crime.

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

Success Measures:

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

ADEQUATE

ADEQUATE

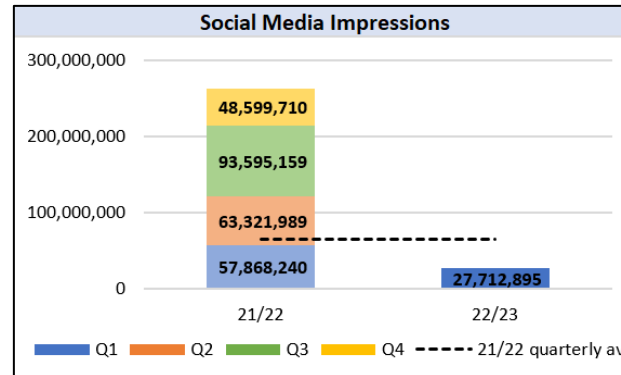
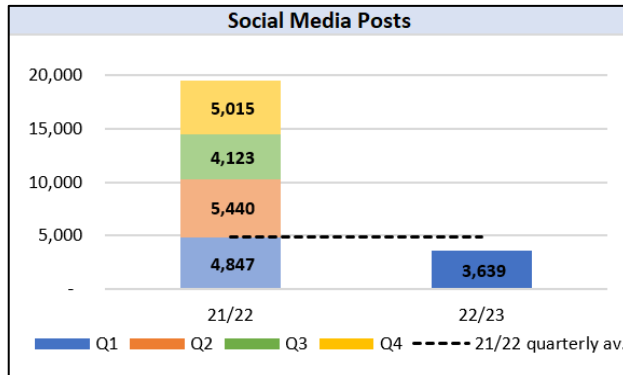
Across the various teams engaging on social media, the number of posts made were lower than the 21/22 Q1 and quarterly average. Engagement was also lower in terms of the number of impressions made, however activity did pick up towards the end of the quarter, driven in particular by the NFIB Cyber Protect team who saw 10,000,000 impressions in June alone.

Notable campaigns included Cyber Protect's #remoteaccessscams, Action Fraud posted a number of alerts about the Ofgem phishing scam and launched campaigns on ticket fraud, holiday fraud and investment fraud. The Fraud and Funded units posted about their significant arrests and campaigns.

Across the quarter, the Media Team oversaw 16 press releases and 10 interviews, including newspaper and television interviews which resulted in positive news coverage. The NFIB also released 6 alerts through its digital community messaging platforms. These platforms reach approximately 350,000 users each time an alert is sent.

The Force continues to develop its understanding of engagement and reach for social media messaging. There are processes in place to collect data for the number of social media posts each quarter, and to record the numbers of impressions linked to these. Next steps will involve measuring the effectiveness of the content, analysing how to improve reach, and understanding whether behaviour will change as a result 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.



Outcome 4: *Raise Awareness and Prevent Crime.*

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

Success Measures:

C. To deliver campaigns and participate in intensification periods to raise awareness and drive prevention activity.

GOOD

Lead Force Operations Room

LFOR co-ordinated the National Courier Fraud intensification period in April 2022. The majority of UK Forces and Regions participated in delivering PROTECT messaging to interested parties in order to reduce offending and highlight the impact on vulnerable victims. Courier Fraud is one of the identified priority offences due to the significant financial and emotional impact on the victims. The campaign received significant media attention and we continue to see a decline in reported offences of this crime type.

June 2022 saw the launch of the Crimestoppers and LFOR Courier Fraud awareness campaign. This is an initiative funded by the NECC that benefits from the established networks and Social Media platforms that Crimestoppers have previously developed. The campaign also provides an opportunity for the public to anonymously report any intelligence on those believed to be committing Courier Fraud. Raising awareness of Courier Fraud, identifying the signs and how to protect victims remains the key focus of the campaign.

LFOR continue to track emerging threats as identified in the NFIB threat assessment. COVID related fraud, travel insurance fraud, students engaged in money laundering (Mules) and fraud offences linked to charitable organisations exploiting the situation in Ukraine have all been identified. These will continue to be monitored and tackled via a series of PROTECT messaging via the RDO network and PURSUE activity tasked to the recently formed Proactive Economic Crime Teams.

Action Fraud

In the first half of 2022, Action Fraud has responded to emerging threats and trends by the regular dissemination of intelligence-led alerts via social media and the Action Fraud alerts service. In the first half of 2022, Action Fraud and Cyber Protect have delivered five national campaigns (Remote Access, Courier Fraud, Ticket Fraud, Holiday Fraud, Phishing) and collaborated on or helped to amplify national campaign activity from a host of partners, including the NECC, NCA, FCA and Gov.UK.

Alerts are informed and driven by the latest intelligence provided by NFIB. These can therefore be more “reactive” than the campaign activity which is planned in advance as part of an activity calendar. There will be occasions where the schedule is changed due to operational priorities, but it is mapped to coincide with seasonal demand or periods of operational intensification.



Outcome 5: Building Capacity and Capability.

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

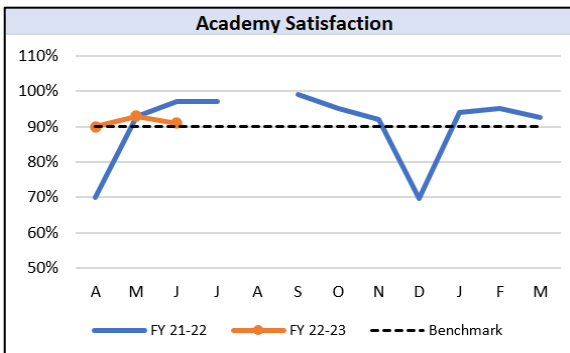
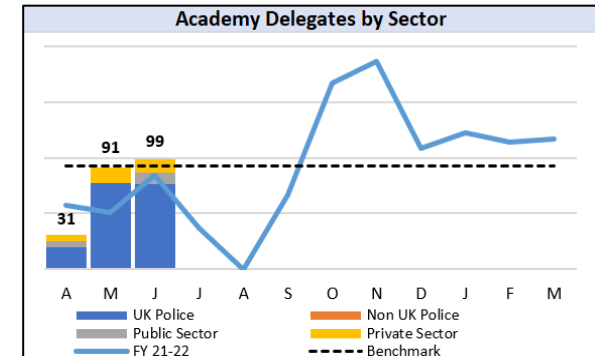
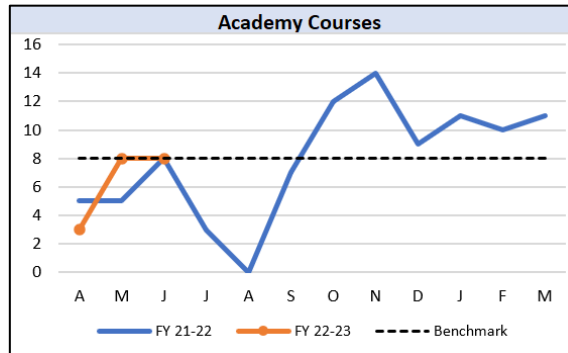
- A. To increase delegate training levels in the Economic and Cybercrime Academy.
- B. To maintain delegate satisfaction levels at 90% or above.

ADEQUATE
GOOD

The ECCA delivered 19 training courses in Q1. As is often the case due to Easter and new budgets, April was relatively quiet, but the number of courses delivered in May and June was in line with the 2021/22 monthly average.

The number of delegates also increased throughout the quarter. 78% of delegates were from UK policing, with 14% from the private sector, and the remainder from the UK Treasury.

Satisfaction averaged at 91% for the quarter. Although mostly positive, feedback evaluation shows that delegates would prefer courses being delivered in the classroom rather than online.



In Q1, the Academy delivered a number of open courses, including Bribery and Money Laundering, Virtual Currency, Specialist Fraud Investigator (SFI), Fraud Investigators Foundation, and Internet Investigators Foundation Course. In addition, the first module of the Accredited Counter Fraud Specialist (ACFS) course was run, the first to be have given for nearly 3 years following Covid related delays.

Alongside these open courses Q1 also saw delivery of closed courses including Bribery to the NCA, Essentials of Fraud Investigations to NFIB staff, DCC to HM Treasury, and an online ML course to Thames Valley Police. June also saw the first investigative interview course of the year and the first Economic Crime Review course.

Outside the classroom, course development of the SFI course continues, along with development of a new online Cyber course that will be funded under Lloyds income.



Outcome 5: Building Capacity and Capability.

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

C. To collaborate with industry and partners to develop innovative new ways to better protect victims and disrupt serious offending.

GOOD

There are two **COLP analysts embedded** in the NECC, and one in the NCA/NECC Multi Agency Fraud Targeting and Insight Centre (MAFTIC), targeting the highest harm fraud suspects in the UK and beyond. They have full access to AF/NFIB and policing data to target highest harm criminality, and a route into the 43 forces and ROCUs to expedite Pursue and Protect work. We also have embeds within our own teams from HMRC, Microsoft and shortly The Pensions Regulator to ensure that we are tackling fraud and cybercrime with a multiagency approach.

- The work of the **Intelligence Development Team** and their partners over the last three years has delivered huge success, especially with romance and courier fraud as part of the Project Otello campaigns. They continue to host national surgeries for law enforcement to share knowledge and issues, and to come together to tackle fraud.
- **Data innovations** in line with the National Policing Digital Strategy include our use of Project Droid to better handle big data. This has resulted in staff time savings, for example in the cyber mass disseminations process.
- Following evidence-based research, **financed by Lloyds Banking Group**, we licenced demographic segmentation data to better understand previous victims of fraud/cybercrime and thus identify chronic hotspots of victimisation. This means we can forecast potential victimisation by location, allowing forces the opportunity to conduct bespoke crime prevention outputs – an improvement to the one size fits all product previously completed. We now are working with 9 forces, delivering packages for Protect work in the hotspots we have identified, tailored to victims, with demographic data.
- The new **Enhanced Cyber Reporting Service (ECRS)** is providing a better service to business victims of cybercrime. The intel team are harnessing national Police Cyber Alarm data to understand the true threat to UK businesses from cyber attacks and attempts. The wider service will give a much more tailored and supportive approach to businesses which is then complimented by the wider cyber network, such as cyber resilience centres.



CoLP forms part of a multitude of **inter-agency groups** who tackle fraud and cybercrime in partnership. We work closely with a wide range of law enforcement and government agencies, banks, and industry partners, as shown in this diagram.



Outcome 5: Building Capacity and Capability.

NLF Role: As National Lead Force we work creatively and with partners to improve capacity and capability committed to fighting fraud, both across policing and the wider system.

Success Measures:

D. To improve the capacity to police fraud and cybercrime by implementing additional posts and improving attraction, recruitment and retention.

GOOD

Establishment of a new Fraud Policing Network (PURSUE) :

- Four proactive Economic Crime Teams (PECT) were established in four Regions during 2021-22 (Eastern, NW, West Mids, and Yorks & Humber). A total of 28 (Police Uplift Programme (PUP) funded) police officers are in post.
- A further six Regional PECTs are to be established in 2022-23 along with enlargement of the existing PECTs. By the end of 2022-23 the target is for the network to have 122 staff (through PUP and Spending Review Funding) across 10 Regions and CoLP NLF. At the end of Q1, 34 posts are in place (28%).
- The recruitment of five new posts into the NFIB Intelligence Development Team has been completed. These posts develop intelligence packages for the Regions and NLF, and support the tasking and coordination of cases across the Network.
- The Network performance framework in place, with ongoing refinement.

Additional recruitment and retention strategies currently being realised include:

- Having a clear development pathway for police staff working in fraud and cybercrime intelligence, from Researcher at grade C through to Director of Intelligence at grade G.
- Researchers and Analysts are all now booked on, or receiving, formalised research and analyst training. In addition there is regular Continuing Professional Development to maintain their skills and value to NLF/COLP.
- Regular opportunities arise for secondments and attachments with opportunities to grow knowledge and maintain the interest of police staff.
- Officers have been successfully supported through promotion processes over the last 24 months, feeling encouraged to achieve their goals and remain in the NLF as leaders.
- Quarterly Star Awards are presented as reward and recognition for NLF/NFIB staff and officers.

