

# National Lead Force Performance Report

Q2: July – September 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: -

			Q1	Q2
Outcome 1	<b>Supporting and safeguarding victims</b>	We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.	GOOD	GOOD
Outcome 2	<b>Disrupt fraudsters</b>	We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.	ADEQUATE	GOOD
Outcome 3	<b>Investigate and prosecute</b>	We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better outcomes for victims.	GOOD	GOOD
Outcome 4	<b>Raise awareness and prevent crime</b>	We raise awareness of the threat and prevent fraud impacting people and businesses.	ADEQUATE	GOOD
Outcome 5	<b>Building capabilities</b>	As National Lead Force we work creatively and with partners to improve capabilities to tackle fraud across policing and the wider system.	ADEQUATE	GOOD



The grading criteria can be found in Appendix A – Performance Assessment Criteria



# Executive Summary

Outcome 1 GOOD	Outcome 2 GOOD	Outcome 3 ADEQUATE	Outcome 4 GOOD	Outcome 5 GOOD
Supporting and safeguarding victims	Disrupt fraudsters	Investigate and prosecute	Raise awareness and prevent crime	Building capabilities
<p>Action Fraud victim satisfaction is above the benchmark on both channels, an improvement from Q1.</p> <p>NEVCU engagement was up by 54%. Vulnerable victims made up 13% of level 2 cases, down from the previous quarter. Repeat victims stay under 1% of total contacts.</p> <p>100% of victims identified as vulnerable were sent for safeguarding within 7 days. Sending fulfilment letters and Protect emails met the timeliness targets.</p> <p>NFIB Cyber have met their review and dissemination targets, with 100% of cybercrime reports disseminated.</p> <p>The project to alert banks to accounts used in fraud suffered technical issues, and numbers are down on 21/22.</p>	<p>14 disruptions were claimed against NLF OCGSs, less than the quarterly average from the previous year. Of these, 1 was classified as a Major disruption.</p> <p>NLF carried out a total of 11 POCA activities, above the 21/22 quarterly average of 8 and the 21/22 Q2 total of 7.</p> <p>During Q2, almost double the Q1 total of disruptions were recorded. Disruption activity focused on websites, and in September 3,896 .com domains were suspended, with over 210 affected brands being identified. Disruptions to other technological enablers also rose throughout the quarter.</p>	<p>The number of judicial outcomes recorded nationally is 17% below the 21/22 quarterly average, and CoLP Q2 judicial outcomes are 90% lower. 100% of Home Office forces remained in the compliant category for reporting outcomes.</p> <p>LFOR engaged in preparing for a number of national and multi-agency campaigns which will take place in Q3. These include an intensification focusing on investment fraud, and working with the MPS Cyber Crime unit to target the owners and users of a criminal website.</p>	<p>The number of social media posts increased compared to Q1. Despite external posts being paused for Op London Bridge, #ReportThePhish and #SunSeaAndScam received media notice and high impressions throughout the summer.</p> <p>A lower number of campaigns were run, due to the school holiday period, as teams focused on planning for the autumn months. These campaigns included an intensification period by PIPCU, and a number of effective social media campaigns.</p>	<p>The number of delegates trained by the Economic and Cybercrime Academy rose by 14% from Q1 to Q2. Satisfaction levels fell slightly from 91% to 86%.</p> <p>NLF teams work closely with a wide range of law enforcement and government agencies, banks, and industry partners. New initiatives this quarter include a national fraud campaign, and an international fraud collaboration with Interpol.</p> <p>Establishment of a new Fraud Policing Network continues. By the end of 2022-23 the target is for the network to have 122 staff, at the end of Q2, 57 posts are in place (47%).</p>

The grading criteria can be found in Appendix A – Performance Assessment Criteria



## 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.

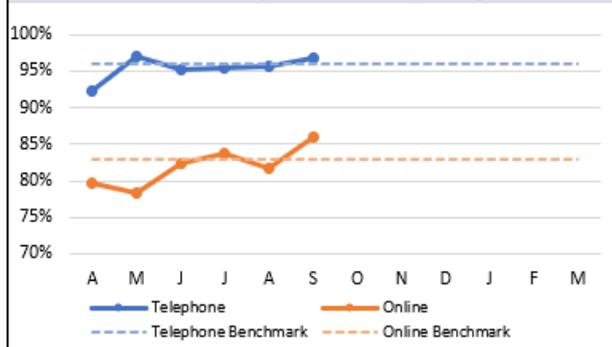
### Success Measures:

- 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.

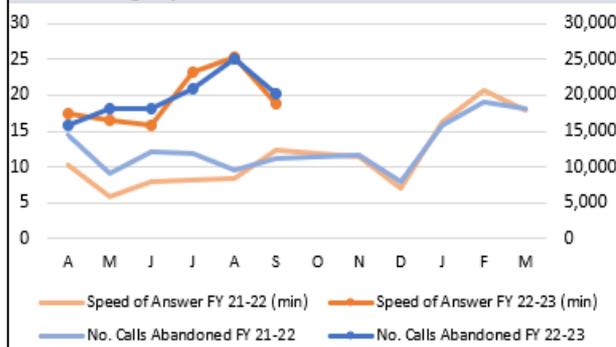
GOOD

GOOD

Victim Satisfaction by Month and Reporting Channel



Average Speed of Answer and Call Abandonment



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 Q2 opted to provide satisfaction feedback to the confirmation fulfilment survey. Over 1.56M confirmation survey links have been delivered to date, with 17,444 respondents (1.1%) opting to provide satisfaction feedback, including free text responses which are used to continuously improve the service.

**1.A.** – The Action Fraud survey indicates that satisfaction with the telephone reporting service in Q2 remained stable and within target at 96%. This is in line with Q2 of FY 21/22 which also saw a satisfaction rate of 96%. Overall satisfaction levels in this area remain high over the long term, and negative feedback received in Q2 is largely attributable to frustration regarding increased call waiting times. Measures are now in place to address this, with September seeing a significant reduction of over 6 minutes from the 25.35 high in August to 18.72 minutes, due to increased staffing numbers.

The technology issues which impacted the distribution of fulfilment letters (which contain the survey) in the previous quarter have now been resolved and response levels have returned to anticipated volumes.

**1.B.** – Online satisfaction saw improvement in Q2, coming in just above the benchmark at 84% across the quarter, and with September noting a high of 86%. September saw the highest response rate, and the higher the response rate, the more confidence there is that the results are representative of those using the service.



The Action Fraud surveys are in response to victim's first contact with NLF when reporting a fraud, and are not representative of the end to end victim journey.



## 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.

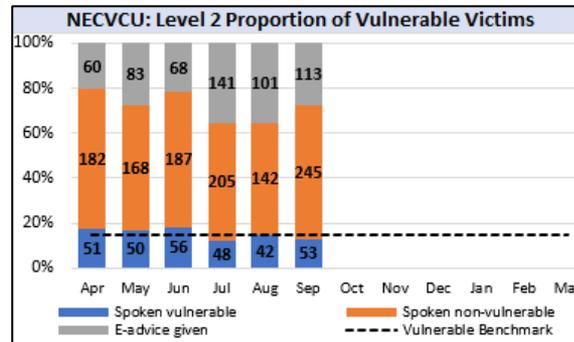
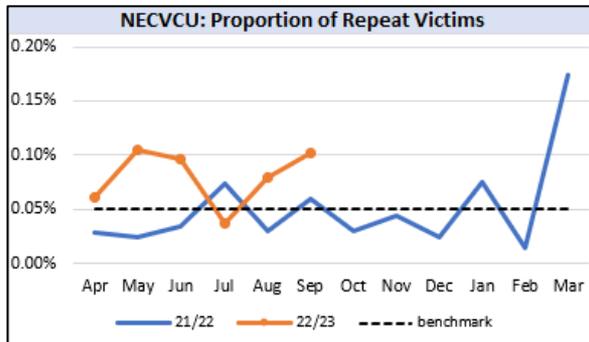
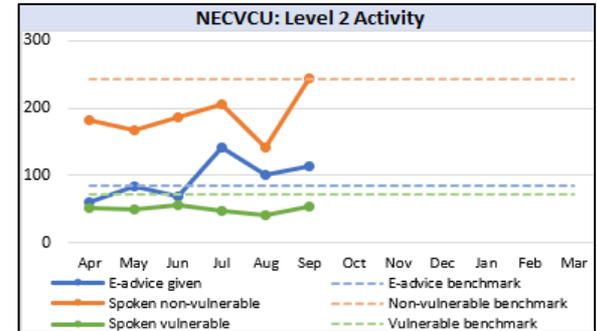
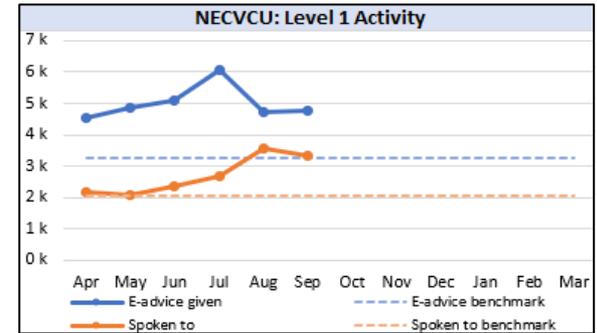
### Success Measures:

- 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
ADEQUATE
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.

- 1.C.** – In Q2 there were 22 victims identified as repeat victims, up from the 2021/22 quarterly average of 9, but below the 1% target at 0.07% of victims engaged with during the period.
- 1.D.** – The number of vulnerable victims spoken to by the Level 2 service was slightly less than in Q1 (143 down from 157). Proportionally, vulnerable victims made up 13% of Level 2 cases as the team contacted a higher number of non-vulnerable individuals.
- 1.E.** – When compared against the 2021/22 total (20,231) and the 21/22 quarterly average (19,931), victim engagement was up by 52% and 54% respectively, with 30,667 contacts across both levels. This is in line with the increase in the number of forces covered by the Level 1 service, from 20 in 21/22 to 37.



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

## Outcome 1: Supporting and Safeguarding Victims.

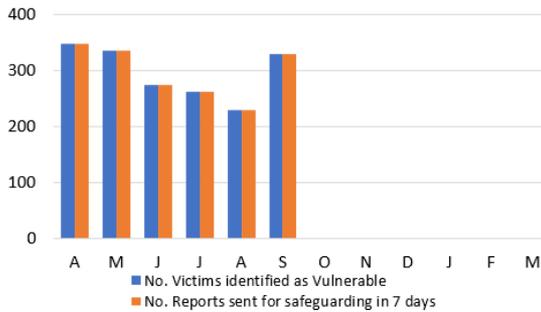
**NLF Role:** We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

### Success Measures:

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

GOOD
INADEQUATE
GOOD
GOOD

Dissemination for Safeguarding or Protect activity



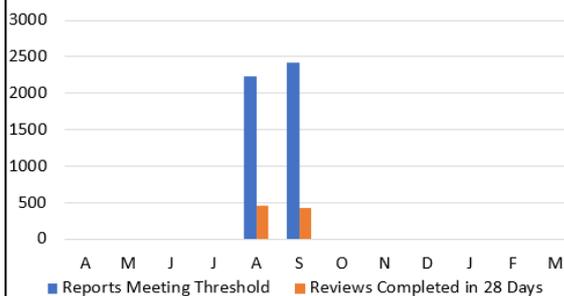
**1.F.** – To identify potentially vulnerable victims, a search is run on all reports of fraud, looking at agreed ‘risky words’ which highlight a vulnerability risk for the victim - for example suicide, mental health, threats to life or violence.

In Q2, 821 reports were confirmed as coming from vulnerable victims, and 100% were sent to forces for victim support within 7 days of the report being downloaded to the system.

**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 Q2 22/23, the success rate of Send in Blue was 99.9%.

Reports Reviewed within 28 Days



**1.G.** – The process for gathering this data is under development and partial data is only available from August 2022. The number of reviews recorded relates to non-complex crime and thus reflects the work of two of the three NFIB review teams.

There are technical limitations for crimes with multiple report cases, meaning workarounds are in place. The recording of these makes it difficult to identify the timeframes involved, and a solution is being developed which will give a fuller picture of the threshold and review process.

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.



# 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:

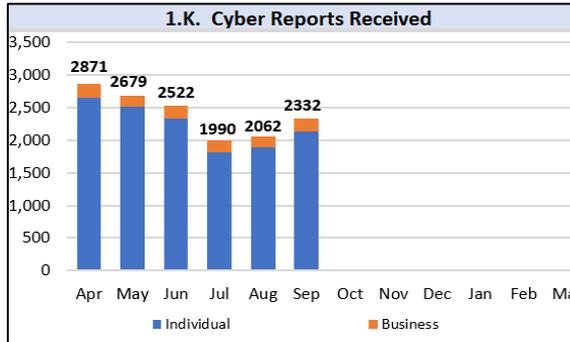
- J. To review all unclassified cyber related Action Fraud reports to determine their viability for dissemination, within 7 days.
- K. To review and disseminate all Action Fraud reports classified with an NFIB Cybercrime code, within 7 days.
- L. To respond to all live cybercrime reports, within 2 hours of reporting.
- M. To determine and respond to all reports of cyber dependent crime identified as having a victim 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.

OUTSTANDING
ADEQUATE
GOOD
ADEQUATE
GOOD

**1.J.** – NFIB Cyber review all unclassified cyber related Action Fraud reports within 7 days as a standard process. In the last quarter this has been reduced to 72 hours. This is a qualitative update and quantitative data is being sought.

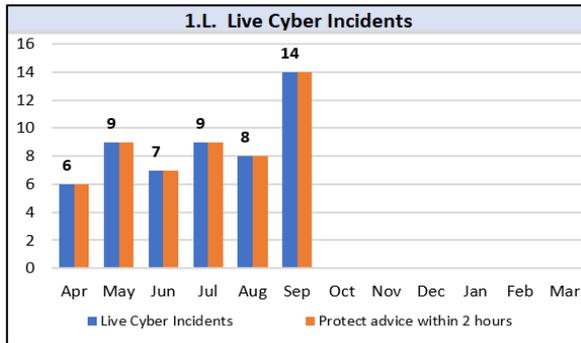
**1.K.** – In Q2, 6,384 reports were classified with a Cybercrime code. Of these, 100% were disseminated for Protect or Pursue. This measure is being reviewed and a process for reporting timeliness will be explored for Q3.

**1.L.** – 31 live cyber incidents were recorded in Q2, and each one was reviewed and a response sent within 2 hours.



**1.M.** – The Cyber Review team are piloting a process to identify vulnerability within cyber crime reports, to ensure support is provided to the victim as soon as possible. The team complete this daily, and where vulnerability is identified safeguarding requests are disseminated the same day.

**1.N.** – 95% of businesses reporting cyber enabled crime were provided Protect advice within 72hrs. As the processes have become embedded this has improved consistently.



## Outcome 1: Supporting and Safeguarding Victims.

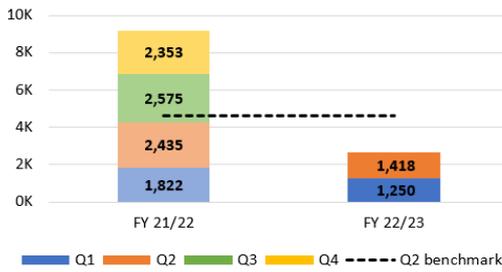
**NLF Role:** We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

### 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

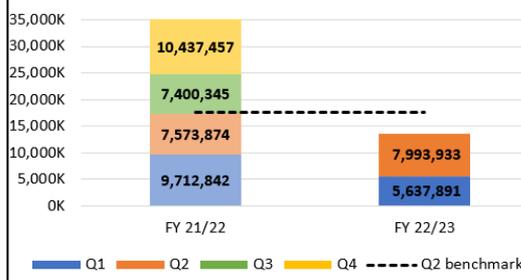


**Project RECALL** is an initiative to alert banks to accounts used in fraud. Although automation allows more reports to be sent out, there have been numerous technical issues with the system in the last two quarters. These issues are resolved as quickly as possible, however due to the short window for potential alerts to be released, this impacts the overall volume of alerts. Work is ongoing to improve the reliability of this service. Additionally, overall fraud reporting is down by over 22.5% in the last 12 months compared to the previous year, which has reduced opportunities for alerts to be sent out.

The number of **NECVCU** victims with confirmed recoveries, and the associated value of those recoveries is dependent on the victim informing the NECVCU. Since January 2021 NECVCU have supported 86 victims to recover £2,409,301.56.

They have also provided additional support to 152 service re-users since August 2018 preventing a possible £2,447,808 being lost to economic crime.

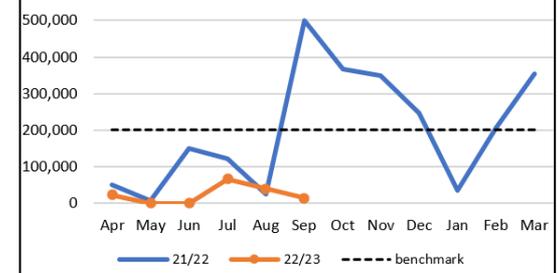
Project RECALL - Value of Alerts sent to Banks



In Q2 CoLP alerted banks to 1,418 accounts used to receive the proceeds of fraud, the value of which was £7,993,933. The system for banks to confirm the value of repatriated funds is not automated, and the banks are proactively asked for feedback. In Q2 £27,148 was confirmed to the NFIB, but as not all banks responded there are likely to be significantly higher volumes of funds being safeguarded for victims.

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.

NECVCU: Approx. Value of Funds Recovered



## 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.

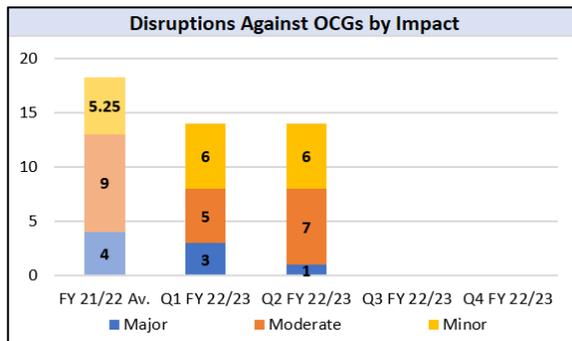
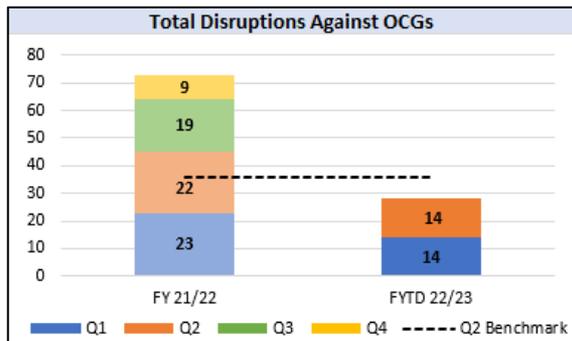
### Success Measures:

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 67 mapped Organised Crime Groups (OCGs) under investigation by National Lead Force teams, up 42% from the 21/22 average of 47. Five new OCGs were mapped in the quarter, and one was closed.

There were 14 disruptions claimed against NLF OCGs in Q2, which is less than the quarterly average of 18 from the previous year. Of these, 1 was classified as a Major disruption. There were also 7 Moderate and 6 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 Q2.

Please note, all DCPCU Disruptions have now been represented within these figures, including those assigned to the Metropolitan Police. This gives a more balanced picture of DCPCU disruption activities.

- A major disruption represents the OCG being fully dismantled or impacted at a key player level. In this instance, a key nominal pleaded guilty and was sentenced to 22 months suspended for 2 years, effectively shutting down the OCG.
- Major disruptions are not claimed until after court hearings and moderation panels, meaning there are a number of major disruptions yet to be claimed due to court backlogs.
- The 7 Moderate and 6 Minor disruptions relate to arrests of nominals and seizure of monies.



## Outcome 2: Disrupt Fraudsters.

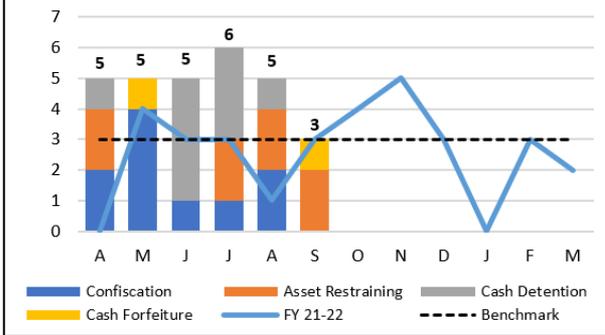
**NLF Role:** We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

### Success Measures:

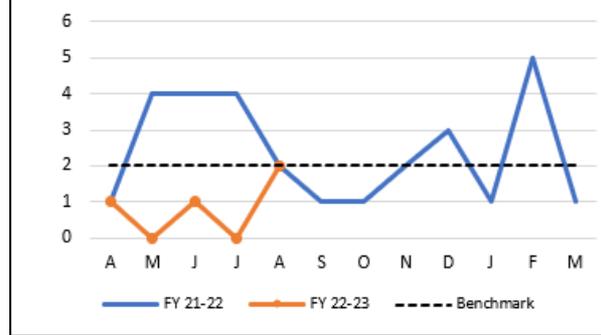
C. To increase the use of POCA powers to freeze, restrain and protect proceeds of crime.

GOOD

Use of POCA Powers



Number of Victims Awarded Compensation

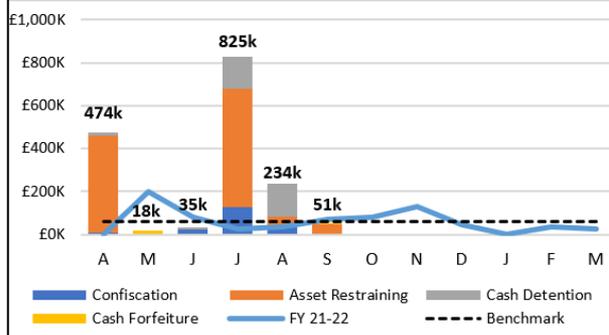


In Q2, Operational Fraud teams and Funded Units carried out a total of 11 POCA activities. This is above the 21/22 quarterly average of 8 and the 21/22 Q2 total of 7.

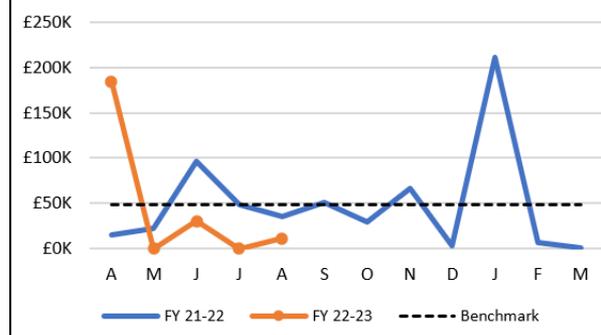
Most of the activity focused on asset restraints (4) and cash detentions (4). The greatest value came from the two asset restraining orders carried out in July and August which totalled £600,000.

Although below the 21/22 benchmark, teams worked to ensure that 2 victims were awarded a total of £11,284 compensation by the Courts.

Value of POCA Activities



Value of Victim Compensation Awarded



In July, PIPCU carried out a week of intensification at Cheetham Hill where a number of warrants were executed. 9 people were arrested and seizure of hundred of tonnes of counterfeit goods were taken from commercial properties. Counterfeit prescription drugs and thousands of pounds of cash were also seized.



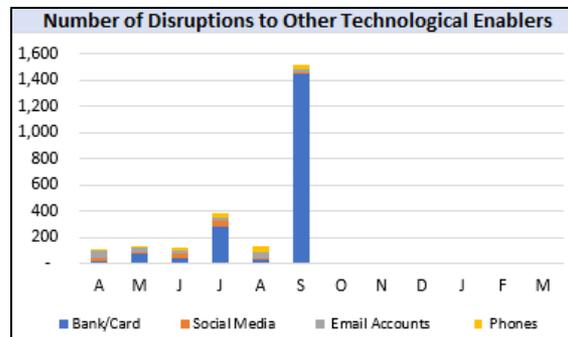
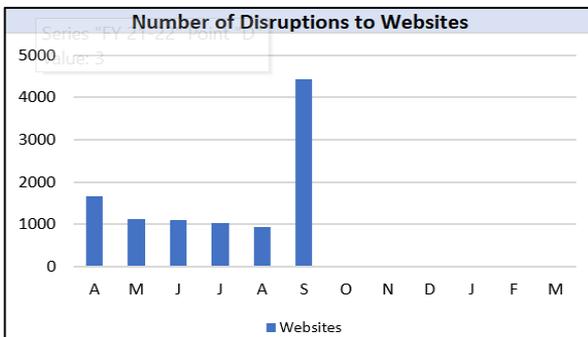
## Outcome 2: Disrupt Fraudsters.

**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

OUTSTANDING



During Q2, a total of 8,399 disruptions were recorded, almost double the Q1 total of 4,299. Disruption activity across departments focused on websites, as PIPCU's operation to suspend websites selling counterfeit items went international following a decrease in the number of .uk domain sites being registered. Partnerships with various registrars have increased and in September due to this new approach, 3,896 .com domains were suspended, with over 210 brands being identified as affected companies.

Disruptions to other technological enablers rose throughout the quarter, reaching a peak in September, when DCPCU disrupted 1,451 bank accounts, with a value of £1,018,206. This was due to an intelligence led investigation where the principal subject had been identified making significant payments to 'carding sites' - illicit marketplaces used to trade compromised accounts. The subject's devices were seized and a significant number of compromised accounts were identified and protected before they could be subjected to loss.

**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<sup>th</sup> September 2022, the number of reports received stand at more than 14,400,000 with the removal of more than 100,000 scams across 184,000 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 Q2 there were more than 21,000 suspicious emails reported per day to NCSC and COLP, in addition to around 565 cyber-enabled crimes reported by victims to Action Fraud. From these suspicious emails, we identified over 460 new pieces of infrastructure (websites, servers, or emails) per day, i.e., about 2.2% of scam messages the public sent us contained unique knowledge of something malicious.



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.



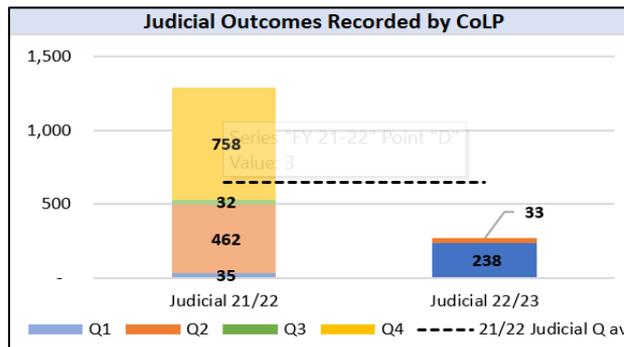
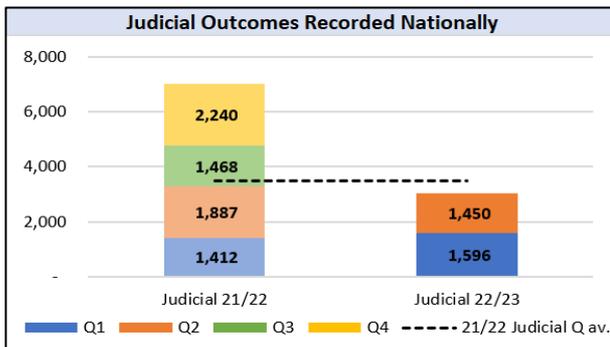
### Outcome 3: Investigate and Prosecute.

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

ADEQUATE
ADEQUATE
GOOD



At the end of Q2, the national judicial outcome rates (England and Wales) are 8.0% for 2019/20, 5.7% for 2020/21 and 4.8% 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 23% for 2019/20, 10% for 2020/21 and 38% for 2021/22, far higher than the national averages. The COLP NFA rate is currently 6% for 2021/22, which is below the national average of 47%.

COLP has now recorded 271 Judicial outcomes for the 6 months to 30th September 2022/23, but this is below the comparative period for 2021/22 where 497 were recorded. Sept 2021 saw 400 plus driven by 3 large operations.

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 (4-6 Returns)	45
Partially Compliant (n/a)	0
Non Compliant (0-2 Returns)	0

Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. In Q2, all forces provided 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.

GOOD

#### National Operational Activity

During this period LFOR have been engaged in preparing for **Operation Broadway, an intensification focusing on investment fraud.** This will include working with the NECC and trading standards to coordinate a Pursue and media campaign nationally. The intensification will run for two weeks from the week commencing 17<sup>th</sup> October.

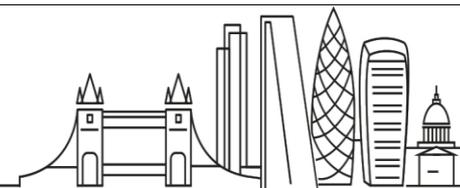
Preparation is taking place for **Operation Elaborate,** working with the MPS Cyber Crime Unit to target the owners and users of a criminal website. LFOR are coordinating the allocation of evidence packs out to ROCUs and forces targeting suspects throughout the UK. Following executive action planned for November, LFOR will coordinate the collection of results.

During this quarter the LFOR team has seen a number of staff abstractions caused by local and national events requiring a large policing response.



#### National and International Coordination and Assistance

- LFOR assisted other Forces and Regions with **16 requests for assistance** during Q2 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. Courier fraud offences have reduced by 60% compared to this time last year. During this quarter Crime Stoppers have been running a courier fraud campaign, which will change to a Romance Fraud campaign in the next quarter.
- LFOR received and developed 5 cases that were subject of **Case Acceptance Plans** for consideration by NLF Operations. This compares to 8 cases the previous quarter.
- There have also been 83 **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 49 for the previous quarter.



## 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

GOOD

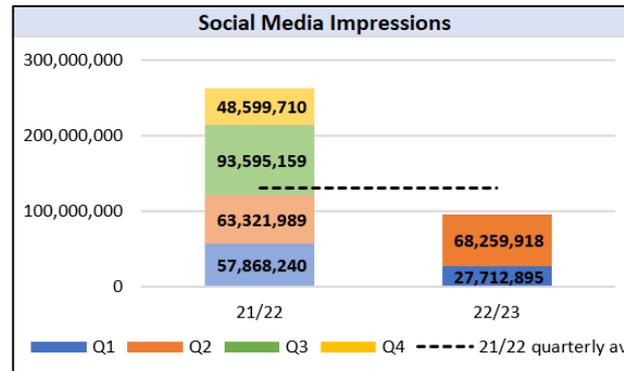
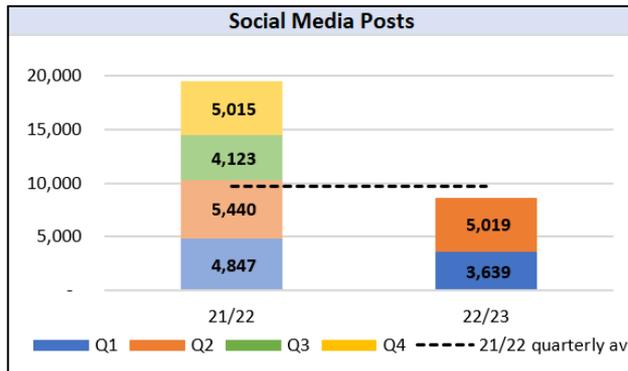
Across the various teams engaging on social media, improvement was made in the number of posts and impressions received. The number of posts were in line with the 21/22 Q2 and quarterly average. Engagement was higher, driven in particular by the NFIB Cyber Protect team who saw 35,000,000 impressions in July alone.

Notable campaigns included Cyber Protect's #ReportThePhish, and Action Fraud posted a number of alerts about fake Royal Mail emails and launched their new BSL service. IFED's #SunSeaAndScam travel insurance ran through the summer holiday period. The Fraud and Funded units posted about their significant arrests and campaigns, and PIPCU lunched a LinkedIn page, expanding their online presence.

Across the quarter, the Media Team oversaw 9 press releases and 3 interviews, including newspaper and television interviews which resulted in positive news coverage. The NFIB also released 4 alerts through its digital community messaging platforms, which has been upgraded and can now reach approximately 500,000 users each time an alert is sent. All external comms were paused from 8-19 September, due to Op London Bridge. From 20 September, we followed the government guidance that police forces should return to social media gradually.

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

#### Police Intellectual Property Crime Unit

In July, PIPCU delivered the first of its quarterly intensification campaigns targeting the Cheetham Hill area of Manchester (synonymous with counterfeit goods).

This was a multi-agency campaign led by PIPCU to:

- Pursue and disrupt OCGs,
- Prevent criminal activity by the serving of Cease and Desist notices to deter people from committing or continuing to engage in crime,
- Protect by the use of increased media messaging to educate the public around the harm caused by counterfeit goods.

9 people were arrested and hundreds of tonnes of counterfeit goods were taken from commercial properties. Counterfeit prescription drugs and thousands of pounds of cash were also seized.

#### Action Fraud/NFIB Protect

In July we ran the social media phishing campaign #Reportthephish. This campaign reached a potential audience of 8,434,856 individuals, achieving 35,232,810 impressions. The week following the launch of the campaign the number reports to SERS increased by 27% to 148,520 reports. Although this decreased the following week to 135,906 reports this is still 16% higher than those reported the week before the campaign launched.

The reason behind the increased social media reach during the month of September can be attributed to posts from London Mayor Sadiq Khan and E L James (Fifty Shades of Grey author). This related to raising awareness of cost-of-living related scams.

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.

#### Lead Force Operations Room

During Q2 2022-23, LFOR did not co-ordinate any National intensifications. This period is not favourable for such campaigns due to high abstraction rates over the summer months. However, during this period LFOR in partnership with the NECC and other agencies developed a number of intensifications that will take place in Q3. These will focus on Investment Fraud, Money Laundering linked to fraud and a National response to an investigation originating in the MPS.

LFOR continue to work with CRIMESTOPPERS regarding the National Courier Fraud campaign. This is a 12 month intensification delivering PROTECT messaging to established networks. Latest NFIB figures show Courier Fraud reporting is down 60% on this time last year.



## 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.

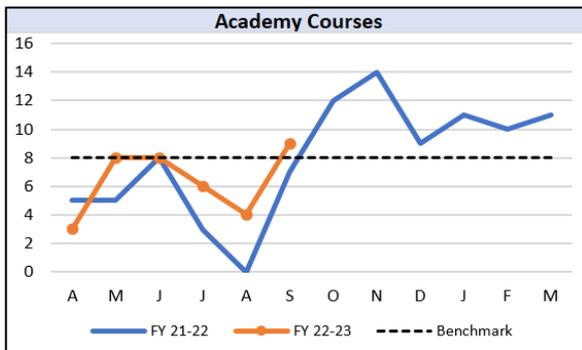
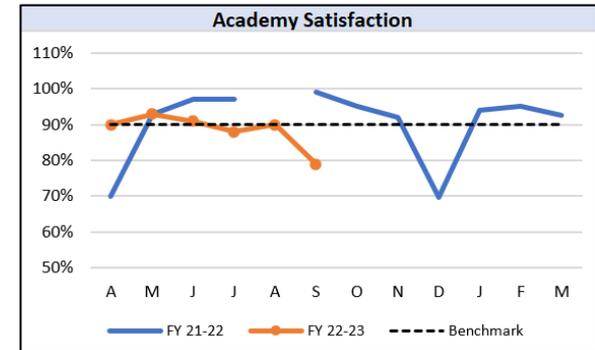
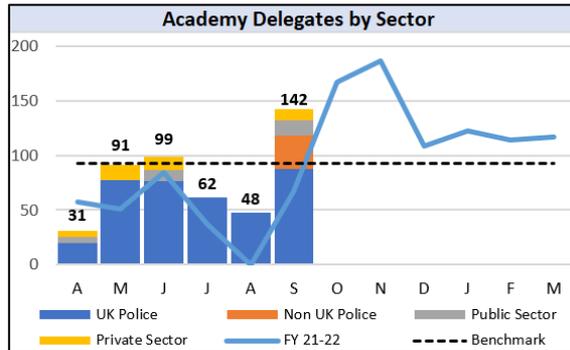
### Success Measures:

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

GOOD

ADEQUATE

The Academy delivered two Money Laundering courses and a Victim Care Course to the NCA in July. Other courses delivered included Specialist Fraud Investigator and Bribery courses, along with Virtual Currency Courses attended by CoLP officers and staff. We also delivered an external MOD SFI course. In September the Academy were overseas in Serbia delivering courses to the Serbian Anti-Corruption Agency and Serbian Border Force. This training was aimed at investigators involved in dealing with corruption within the public sector. Other Academy activities included a CPD event on the Fraud Investigation Model (FIM) which attracted 466 attendees.



The ECCA delivered 19 training courses in Q2 which is consistent with the previous quarter and an improvement on the previous year as courses were run during August. However, the number of delegates almost doubled, and the courses provided were longer and more in-depth. The plan to increase the number of courses during Q2 was impacted by external factors such as train strikes and the Queen's funeral.

Delegate numbers are also increasing, and the Academy now has a better booking system which ensures no spaces are left empty. The number of delegates also increased throughout the quarter. 79% of delegates were from UK policing, with 12% from overseas policing.

Satisfaction averages fell slightly to 86% for the quarter. Although mostly positive, feedback evaluation has shown that a single feedback form has reduced the scores and was not indicative of the wider group experience. It has also been noted that only 48% of feedback forms were returned during the quarter, and improvement is required to ensure that all delegates are completing the forms.



## 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 and Microsoft 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. Other work includes Op Henhouse a national fraud campaign, and Op Haechi, an international fraud collaboration with Interpol. They are also currently working with the new Proactive Economic Crime Teams (PECT) across the regions for fast time pursue work on organised fraud crime
- 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.

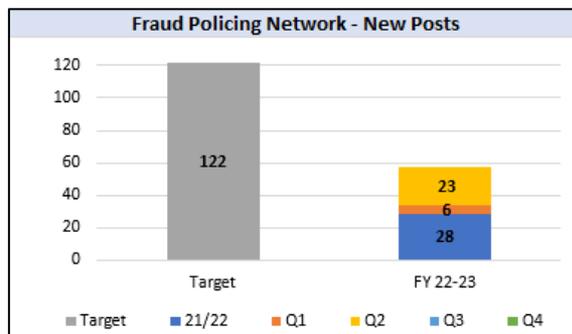
GOOD

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). There has been a reduction of 1 post to 27 Police Uplift Programme (PUP) funded) police officers in post since Q1 due to a resignation in one Region.
- 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 Q2, 57 posts are in place (47%).
- 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.



# Appendix A - Performance Assessment Criteria

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**

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

