

National Lead Force Performance Report

Q3: October – December 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' effort to drive down 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: -

			Q2	Q3
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.	GOOD	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.	GOOD	GOOD
Outcome 3	Investigate and prosecute	We successfully lead the local to national policing response in investigating and prosecuting fraudsters, ensuring better outcomes for victims.	GOOD	GOOD
Outcome 4	Raise awareness and prevent crime	We raise awareness of the threat and prevent fraud impacting people and businesses.	GOOD	GOOD
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.	GOOD	GOOD



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



Executive Summary

Outcome 1 GOOD	Outcome 2 GOOD	Outcome 3 GOOD	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 below the benchmark on both channels, a slight drop from Q2.</p> <p>NEVCU engagement was up by 9%. Vulnerable victims made up 4% of all cases closed, equal to the previous quarter. Repeat victims stay under 1% of total contacts.</p> <p>94% 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 recovered from technical issues with volume and value raised.</p>	<p>10 disruptions were claimed against NLF OCGs, 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 13 POCA activities, above the 21/22 quarterly average of 8 and the 21/22 Q3 total of 12.</p> <p>During Q3, 57,625 disruptions were recorded. Many of these related to DCPCU operations targeting compromised account details. Disruptions to other technological enablers also rose throughout the quarter, particularly to websites selling counterfeit items.</p>	<p>The number of judicial outcomes recorded nationally is 7% below the 21/22 quarterly average, and CoLP Q3 judicial outcomes are 92% lower. 100% of Home Office forces remained in the compliant category for reporting outcomes.</p> <p>LFOR led the UK response to Operation Elaborate supporting the MPS Cyber Crime Unit, focussing on fraudsters that had engaged in criminal activities originating from the website I-Spoof. 60 cases were disseminated across the UK and LFOR worked with partners to identify additional victims</p>	<p>The number of social media posts and impressions increased compared to Q2. The Christmas Campaign '12 Frauds of Christmas' achieved a total of 94.8 impressions gaining celebrity endorsement.</p> <p>A number of high profile campaigns ran, including an intensification on reducing investment fraud and a courier fraud campaign, both coordinated by LFOR. The NFIB Protect team saw a 12% reduction in online shopping and auction fraud after their campaign in November.</p>	<p>The number of delegates trained by the Economic and Cybercrime Academy rose by 67% from Q2 to Q3. Satisfaction levels also rose from 86% to 90%.</p> <p>NLF teams work closely with a wide range of law enforcement and government agencies, banks, and industry partners.</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 in place. The new Proactive Economic Crime Teams (PECT) are already proving to be operationally effective.</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.

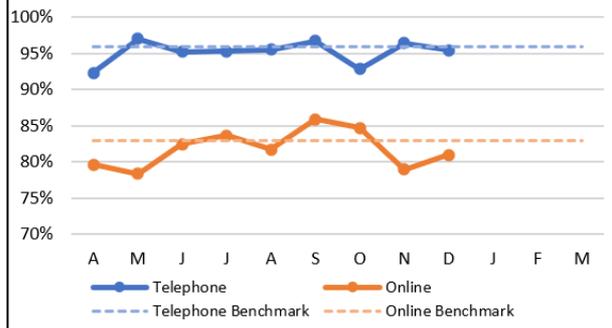
Success Measures:

- 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.

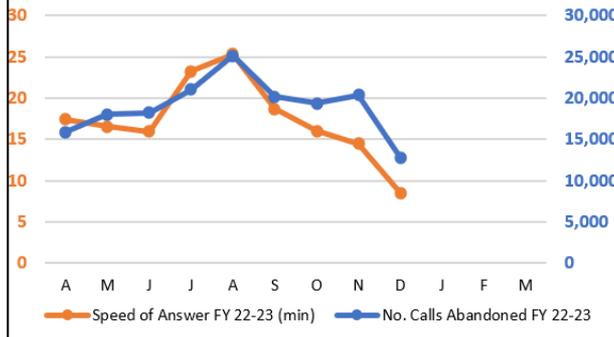
GOOD

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 Q3 opted to provide satisfaction feedback to the confirmation fulfilment survey.

Satisfaction feedback, including free text responses are used to continuously improve the service.

1.A. – The Action Fraud survey indicates that satisfaction with the telephone reporting service in Q3 fell to just below target at 94.9%. The driver for this may be attributable to victim frustration with the increased call waiting times experienced in Q2 (victims may provide a survey response some time after reporting). However, the speed of answer noted a significant improvement in Q3 with an average speed to answer of 8.49 minutes in December - a 67% improvement on the peak wait time of 25 minutes in August.

The technology issues which impacted the distribution of fulfilment letters (which contain the survey) in Q1 have now been resolved and response levels have returned to anticipated volumes.

1.B. – Online satisfaction also fell below target at 84% across the quarter. However, 81.7% of responses to this survey indicated that respondents were satisfied with the Action Fraud website's 'ease of use'



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.



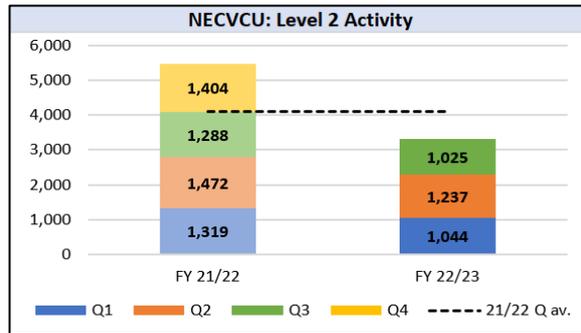
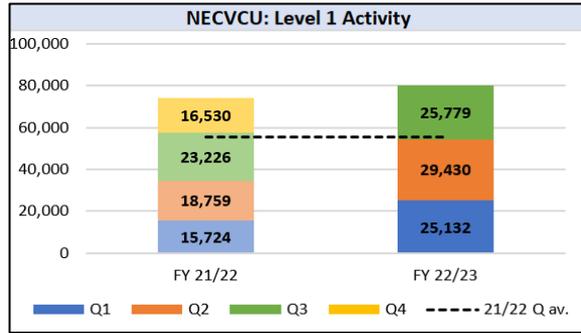
Outcome 1: Supporting and Safeguarding Victims.

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

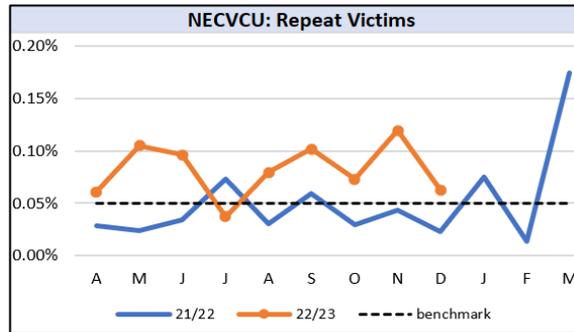


1.C. – In Q3 there were 23 victims identified as repeat victims, up from the 2021/22 quarterly average of 9, but below the 1% target at 0.08% of victims engaged with during the period.

1.D. – Vulnerable victims made up 4% of all cases closed, equal to the previous quarter. The number of vulnerable victims whose cases were closed by the Level 2 service was slightly less than in Q2 (1,025 down from 1,237). However, levels of engagement are comparable to the previous year, with 4,573 engagements in the first 3 quarters of 2021/22, and 4,445 in 2022/23.

1.E. – When compared against the 2021/22 Q3 total (24,514) and the 2021/22 quarterly average (19,931), victim engagement was up by 9% and 34% respectively, with 26,804 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 2021/22 to 37.

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.



Outcome 1: Supporting and Safeguarding Victims.

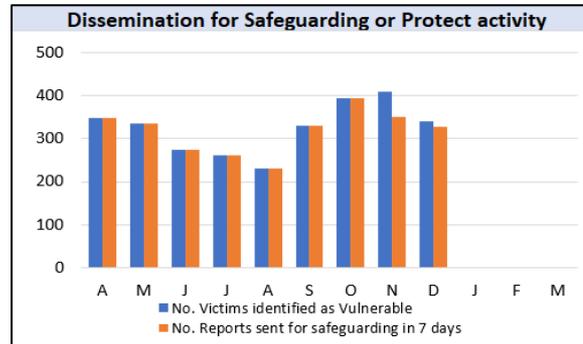
NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

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.

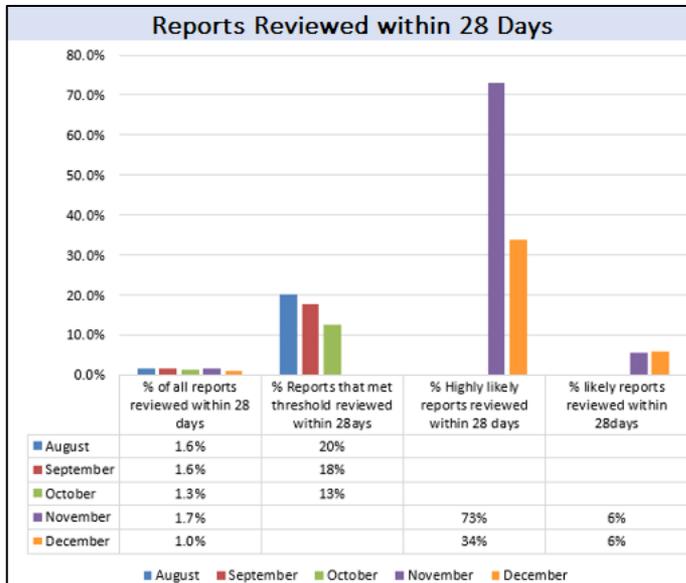
GOOD
ADEQUATE
GOOD
GOOD

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 Q3, 1,144 reports were confirmed as coming from vulnerable victims, and 94% 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 Q3 22/23, the success rate of Send in Blue was 99.9%.



1.G. – The process for prioritising which reports to review is under development and in November 2022 the teams began a pilot. Rather than monetary thresholds, fraud reports are assessed against a number of criteria to establish a ‘solvability’ score. Those highly likely and likely to be solved are prioritised for review.

During the span of the pilot for far, 53% of highly likely and 5.75% of likely reports were reviewed within 28 days of reporting. During the pilot the volume of disseminations rose from an average of 909 per month for the quarter preceding the pilot, to 1,138 on average in November and December. Figures will continue to be monitored as the new process is formally launched.



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:

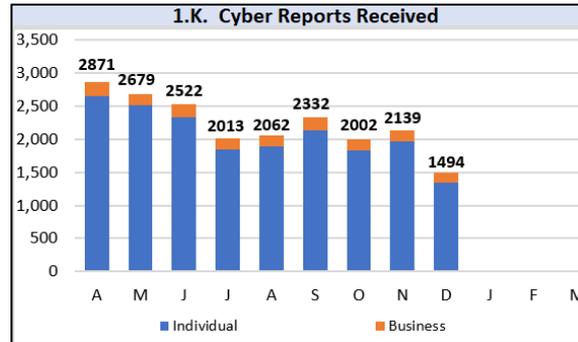
- J. To review all unclassified cyber related Action Fraud reports to determine their viability for dissemination, within 7 days.
- K. To review and disseminate all Action Fraud reports classified with an NFIB Cybercrime code, within 7 days.
- L. To respond to all live cybercrime reports, within 2 hours 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
GOOD
GOOD
ADEQUATE
ADEQUATE

1.J. – NFIB Cyber review all unclassified cyber related Action Fraud reports within 7 days as a standard process. This has now been reduced to 72 hours with a 100% success rate.

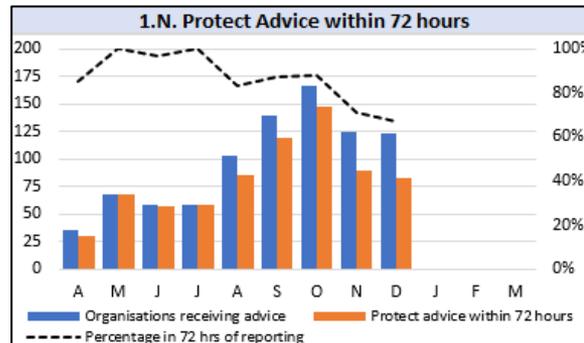
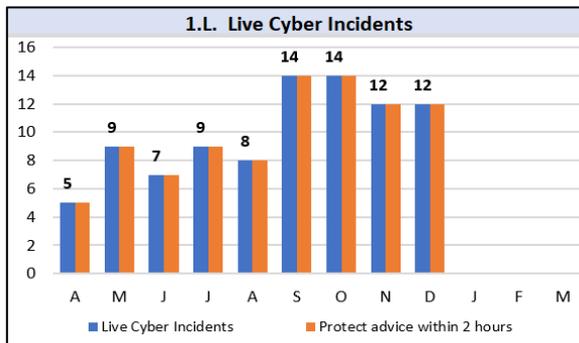
1.K. – In Q3, 5,635 reports were classified with a Cybercrime code. Of these, 100% were disseminated for Protect or Pursue activity.

1.L. – 38 live cyber incidents were recorded in Q3, and each one was reviewed and a response sent within 2 hours.



1.M. – The Cyber Review team are developing and refining their pilot process to identify and respond to domestic abuse within cyber crime reports. This has resulted in forces receiving early notification of domestic abuse, enabling them to quickly provide a safeguarding response to victims. All safeguarding reports are disseminated the same day.

1.N. – NFIB Business Protect provided protect advice to 415 organisations during Q3. 90% (372) of organisations received the advice, 77% (318/415) of whom received it within 72 hrs of reporting to Action Fraud. Overall 38% more organisations were contacted with advice, despite a 16% drop in the number sent within 72 hours.



Outcome 1: Supporting and Safeguarding Victims.

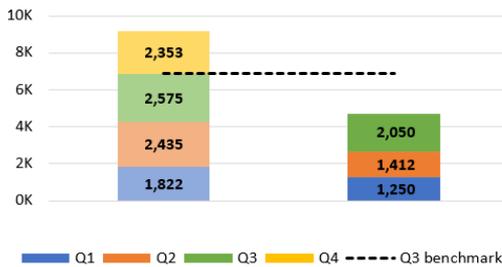
NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

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 were numerous technical issues with the system in the last two quarters. These issues have been resolved, resulting in an increase in Q3. Overall fraud reporting is still significantly down in 2022 compared to 2021, which will cause a reduction in the number of alerts that can be sent out.

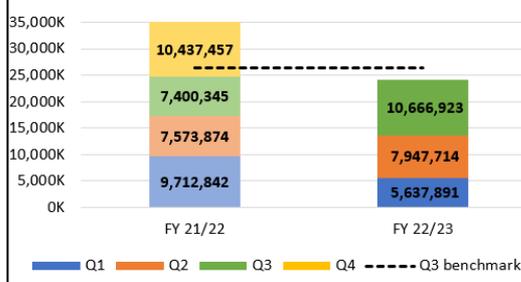
The quarter saw 2,050 reports sent to banks, up 45% from Q2 (1,412) and closer to the 2021/22 quarterly average of 2,296. The value of these was £10,666,923. The system for banks to confirm the value of repatriated funds is not automated, and the banks are proactively asked for feedback. In Q3 £116,953 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.

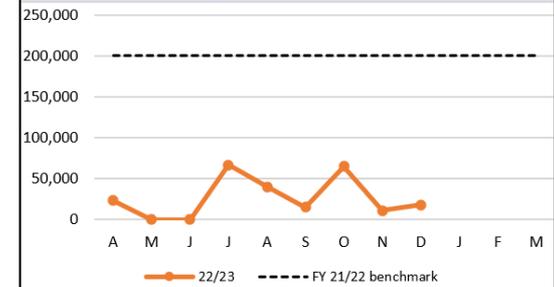
The number of **NECVCU** victims with confirmed recoveries, and the associated value of those recoveries is dependent on the victim informing the NECVCU. Since January 2021 NECVCU have supported 92 victims to recover £2,501,570.

They have also provided additional support to 156 service re-users since August 2018 preventing a possible £2,512,224 being lost to economic crime.

Project RECALL - Value of Alerts sent to 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.

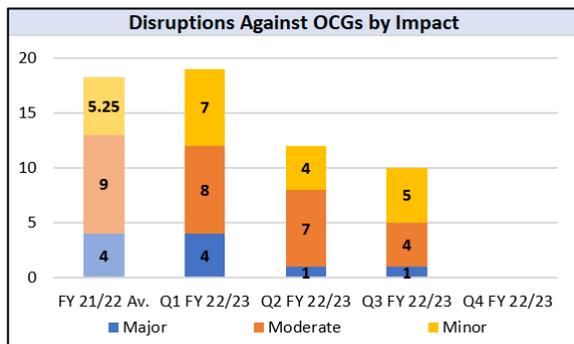
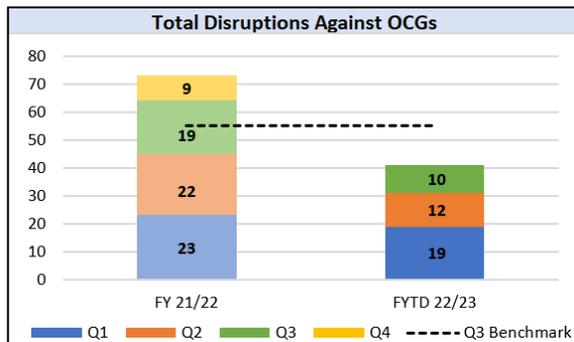
Success Measures:

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 65 mapped Organised Crime Groups (OCGs) under investigation by National Lead Force teams, up 38% from the 2021/22 average of 47. Two new OCGs were mapped in the quarter, and six were closed.

There were 10 disruptions claimed against NLF OCGs in Q3, 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 4 Moderate and 5 Minor disruptions recorded.

Activity against OCGs is not consistent and depends on a number of factors, including resources, capacity, criminal activity etc. It is worth noting that 35 of the active operations are Tier 4 investigations, meaning they are awaiting court results and/or are in their final stages before being archived. This means no further operational activity is planned against them and the only disruption left to claim is a Major once sentences are delivered.

- A Major disruption represents the OCG being fully dismantled or impacted at a key player level. In December a Major disruption was recorded against an OCG following sentencing of the key nominals, and representing the closure of the investigation.
- The 7 Moderate and 6 Minor disruptions relate to warrants, arrests of nominals and seizure of monies. The investigations spanned a number of teams.
- 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.



Outcome 2: Disrupt Fraudsters.

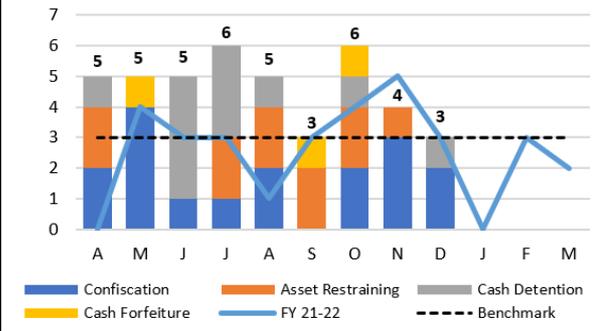
NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

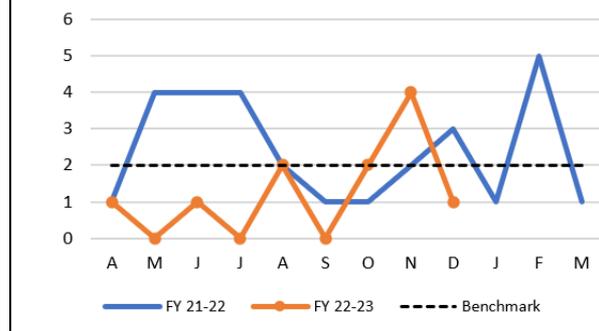
C. To increase the use of POCA powers to freeze, restrain and protect proceeds of crime.

GOOD

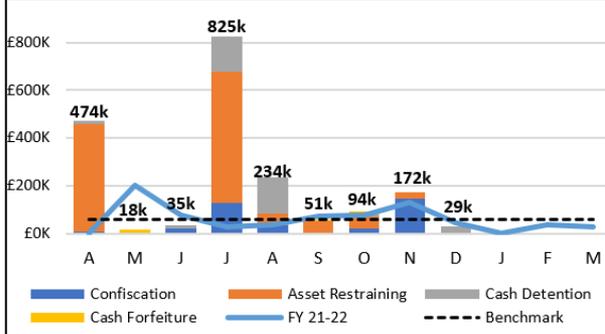
Use of POCA Powers



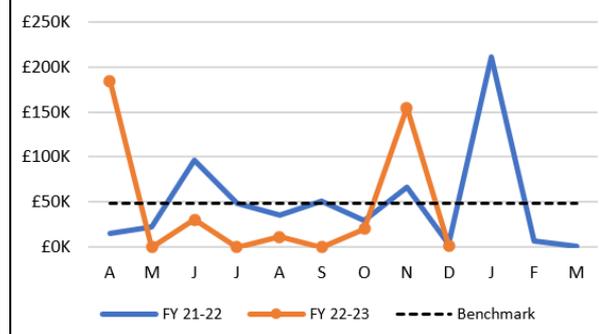
Number of Victims Awarded Compensation



Value of POCA Activities



Value of Victim Compensation Awarded



In Q3, Operational Fraud teams and Funded Units carried out a total of 13 POCA activities. This is above the 2021/22 quarterly average of 8 and the 2021/22 Q3 total of 12.

Most of the activity focused on confiscations (7) and asset restraining orders (3). The greatest value came in November, with three confiscations carried out by DCPCU totalling £147,018.

Although slightly below the 2021/22 benchmark, teams worked to ensure that 7 victims were awarded a total of £176,765 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

OUTSTANDING

During Q3, a total of 57,625 disruptions to technological enablers were recorded, far higher than the Q2 total of 8,399. This increase in disruption activity is mostly due to successful DCPCU operations, which form part of an overarching proactive investigation targeting fraudsters involved in the acquisition of compromised account data from dark marketplaces. Warrants were obtained and executed, and numerous digital devices were seized which, when submitted to the Hi Tec crime lab were found to have over 350,000 compromised card details stored on them. These details were shared with industry partners to allow the protection of accounts.

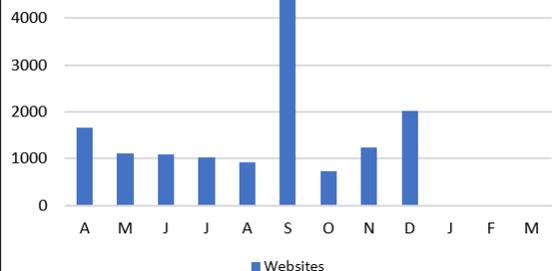
Disruption activity across departments focused on websites. PIPCU's long running operation to suspend websites selling counterfeit items means fewer .uk domain sites are being registered. New partnerships with international registrars are proving fruitful, leading to a global reach targeting illicit websites around the world, protecting brands and consumers. The NFIB have focused on preventing fraud through the takedown of URLs designed to facilitate rental fraud and people seeking energy savings. These are aimed at the financially vulnerable and are particularly harmful. The team have identified current and registered URLs and removed them, preventing harm and disrupting future fraud. 172 Russian crypto investment phishing URLs were taken down in partnership with the NCSC.

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

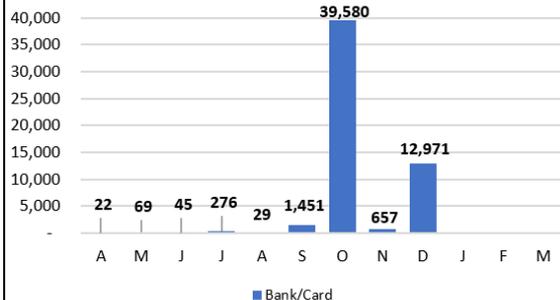
NCSC and CoLP receive reporting of suspicious emails from the public via SERS, which launched on 21st April 2020. As of 31st December 2022, the number of reports received stand at more than 16,500,000, with the removal of more than 110,000 scams across 200,000 URLs. The public are sent large volumes of scam messages every day, many of which will be blocked by spam filters or otherwise ignored.

In Q3 there were just under 23,000 suspicious emails reported per day to NCSC and CoLP, in addition to around 555 cyber-enabled crimes reported by victims to Action Fraud.

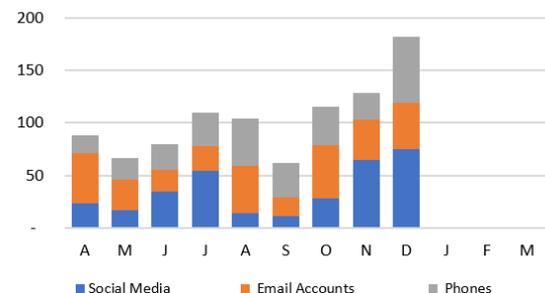
Number of Disruptions to Websites



Number of Disruptions to Cards and Bank Accounts



Number of Disruptions to Other Technological Enablers



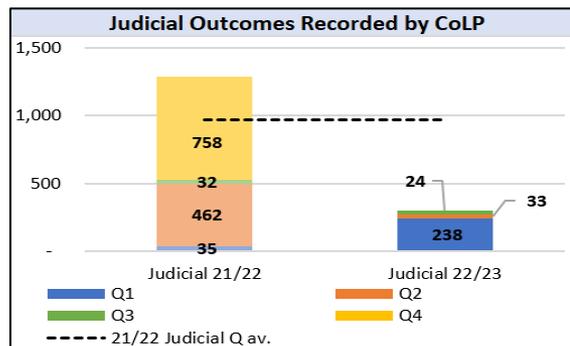
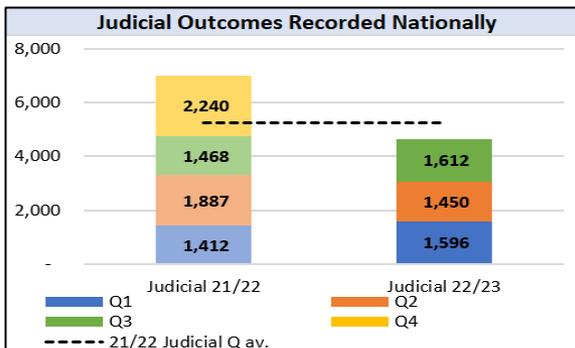
Outcome 3: Investigate and Prosecute.

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%

GOOD
ADEQUATE
GOOD



At the end of Q3, the national matched judicial outcome rates (England and Wales) are 8.2% for 2019/20, 6.7% for 2020/21 and 5.1% for 2021/22. There are still outstanding disseminations for each year either being investigated or awaiting closure. This 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, 12% for 2020/21 and 39% 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 51%.

CoLP has now recorded 295 Judicial outcomes (all outcomes) for the 9 months to 31 December 2022/23, but this is below the comparative period for 2021/22 where 529 were recorded.

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, potentially bringing 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 (7-9 Returns)	45
Partially Compliant (3-6 Returns)	0
Non Compliant (0-2 Returns)	0

Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. In Q3, 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.

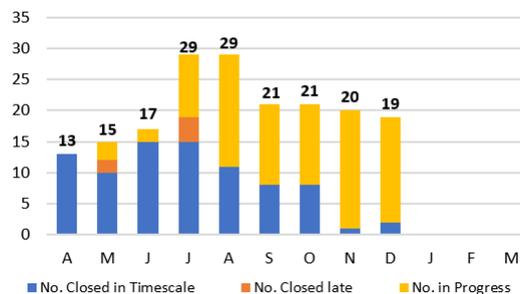
GOOD

National Operational Activity

During Q3, LFOR led the UK response to Operation Elaborate. This was an investigation supporting the MPS Cyber Crime Unit, focussing on fraudsters across the UK that had engaged in criminal activities originating from the website I-Spoof. There were 60 cases disseminated across the UK and LFOR worked with MPS, NFIB and Action Fraud to identify additional victims following a text message sent to 70,000 potential victims. As a result of this process NLF identified a further 67 victims and attributed 4,785 NFRCs to the suspects identified by MPS, with total losses exceeding £48million.

LFOR are currently developing a best practise guidance to support Forces and ROCUs with the initial response to Courier Fraud offences. This involves briefing notes to Force Control Rooms and providing PECTs as single points of contact to manage the call for service for this type of offending. This process will provide a greater opportunity to locate offenders and ultimately ensure better outcomes for victims of crime.

LFOR International Requests closed in Timescale

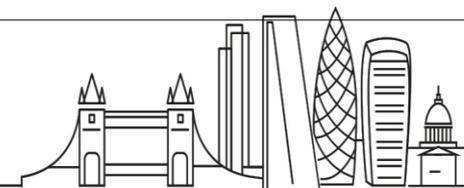


National and International Coordination and Assistance

LFOR received 4 requests for assistance in Q3 compared to 16 in Q2. The reduced number is attributable to Op Elaborate which caused UK PECT teams to focus on this operation as opposed to other activity. These requests related to arrest/warrant activity, peer review of investigations and support for evidence gathering. 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.

LFOR have developed 8 cases for acceptance within NLF and 25% of these were completed within the agreed timescale of 14 days. The average turnaround was 42 days, up from an average of 29 days in the last quarter. Supervisors review all cases over the agreed time limits but some are complex and require checks and results from NFIB, IDT and other specialist departments which create delays.

There were in 64 International Enquiries (ILORs) in Q3, which is down from 83 in Q2. The average time for completion in Q3 was 29.5 days which is well within the 90 day target. This is slightly higher than Q2 (27.7 days) but the small variance is insignificant.



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).

GOOD

OUTSTANDING

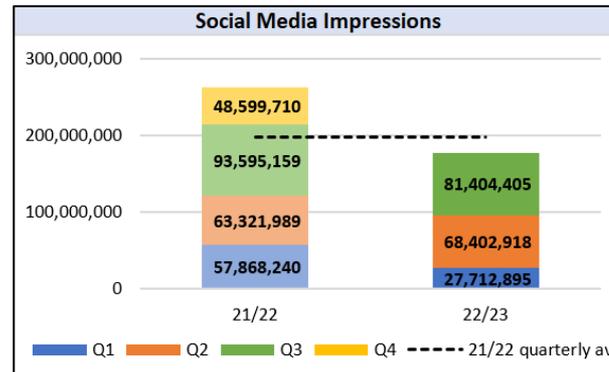
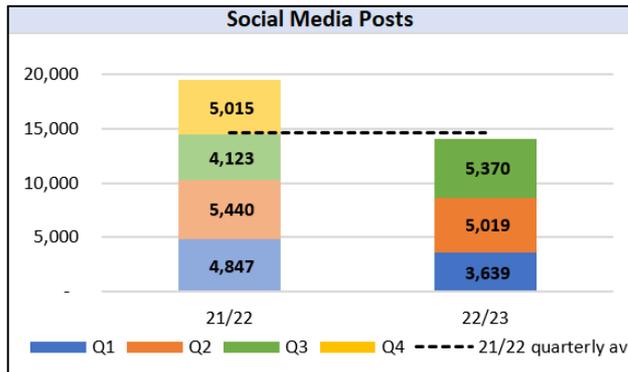
Across the various teams engaging on social media, improvement was made in the number of posts, an increase of 7% from 5,019 in Q2 to 5,370. The number of related impressions also rose significantly, by 19% from 68 million to 81 million. The number of posts was higher than the 2021/22 Q2 and quarterly average, however engagement was lower than the same period last year.

Notable campaigns included the investment fraud campaign launch which ran for two weeks across Twitter, Instagram, Facebook and LinkedIn. International Fraud Awareness week took place in November, with social media posts across the week, along with promotion for Op Elaborate, participation at stakeholder events, the online shopping fraud campaign and various arrests and sentencings related to NLF operational successes.

Across the quarter, the Media Team oversaw 16 press releases and 3 interviews (a 58% increase on Q2), including newspaper and television interviews which resulted in positive news coverage. The NFIB also released an alert through its digital community messaging platform, which has been upgraded and can now reach approximately 600,000 users each time an alert is sent.

Action Fraud Christmas Campaign

Action Fraud Christmas Campaign activity (12 Frauds of Christmas and Online Shopping with NCSC) achieved a total of 94.8m impressions (timeline deliveries) and 21.8m reach (the number of unique users who have seen the content). Taken as a whole this is the best performing Action Fraud online campaign. The campaign was shared by multiple forces, partners and individuals including television personality Martin Lewis, who helped contribute to the highest single day of engagement on Action Fraud social media this year - on Monday 5th December - by sharing the '12 Frauds' campaign launch tweet. Due to the campaign activity, Action Fraud social media accounts received double the amount of engagement in December with profile visits seeing a rise of up to 146%.



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

During Q3 2022-23 LFOR co-ordinated a National intensification focussing on reducing investment fraud across the UK. During 2021-22 this crime type increased by 49.5% on the previous year with a total loss of £890m.

This was a PROTECT/PREVENT led campaign working with partners from National Trading Standards, Financial Conduct Authority, Serious Fraud Office, Inland Revenue, National Economic Crime Centre (NECC) and NLF Fraud Operations teams. In addition to the social media campaign, officers distributed over 1,000 leaflets as part of Operation RICOTTO, visited 40 premises linked to 'Boiler-Room' intelligence and submitted 57 requests for website and telephone number takedowns.

Lead Force Operations Room

December 2022 saw the conclusion to the Courier Fraud campaign that ran in partnership with Action Fraud and Crimestoppers for the past 6 months. This was an opportunity to maximise the embedded platforms already established within the Crimestoppers network to provide PROTECT and PREVENT messaging to vulnerable adults and those friends, family, neighbours and occupations in close contact; to raise awareness of this crime type.

The reporting period identified an additional 2,700 anonymous reports linked to fraud offending, albeit none specifically related to Courier Fraud. The the campaign will now switch attention to Romance Fraud for the next 6 months.

NFIB Protect

The large increase in Protect social media posts and impressions relates to our annual online shopping campaign which we delivered in collaboration with the NCSC. The campaign reached a potential audience of 20 million individuals and achieved 49 million impressions. As part of the campaign the NCSC have also paid for target advertisement on social media sites, providing a targeted message to males aged 19 – 25, who according to Action Fraud reporting are most likely to fall victim to this crime.

There has been a 12% reduction in online shopping and auction fraud reported to Action Fraud during November and December 2022 when compared with the same period for the previous year (2021).

Throughout October - COLP Platforms

176,281	Twitter Impressions
111,912	Facebook Reach
13,401	LinkedIn Impressions
7,872	Instagram Posts Reach

October & November - Crimestoppers

173,856	LinkedIn Impressions
463,373	Facebook Impressions
207,886	Instagram Impressions
2,606,067	Total Campaign Reach



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.

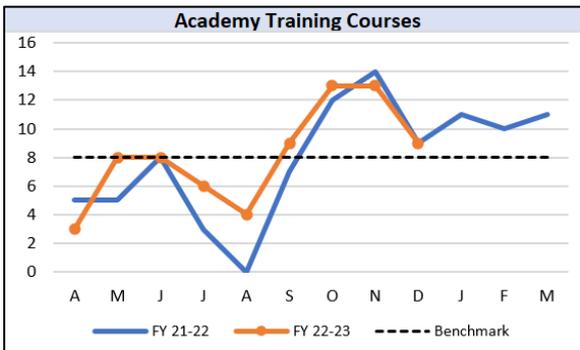
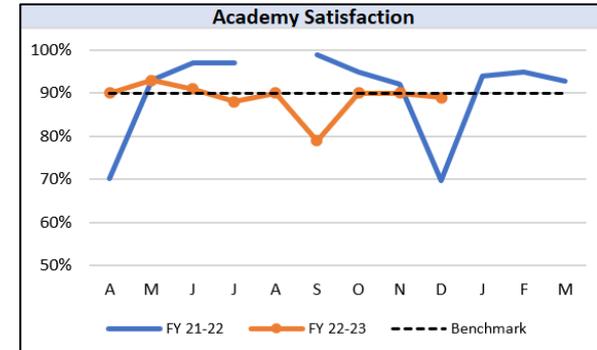
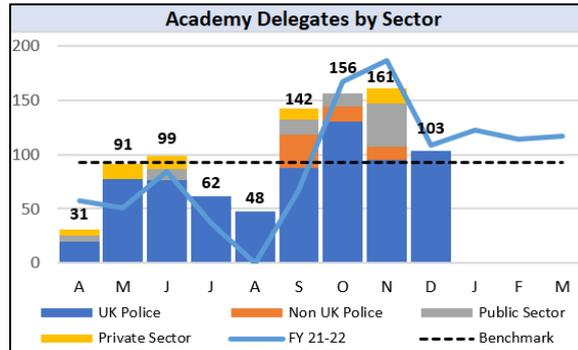
GOOD

GOOD

The ECCA delivered 35 training courses in Q3, an increase of 85% from Q2 (19) and equal to the previous year.

Delegate numbers are increasing overall, as the Academy now has a better booking system which ensures no spaces are left empty. The number of delegates, 420, represents an increase of 67% from Q2.

78% of delegates were from UK policing, with 12% from other public sector organisations and the remainder split between overseas policing and the private sector.



The Academy delivered many Money Laundering courses to various organisations including the NCA, SW ROCU, Northants Police and the Quad Islands cohort, which consists of delegates from law enforcement in Jersey, Gibraltar, Isle of Man and Guernsey. Internal training was provided to staff from NFIB who attended an Essentials of Fraud course that will lead to an accreditation once complete. Two Academy trainers travelled to Ghana to perform a Training Needs Analysis at the request of the NCA and Ghanaian Law Enforcement. The objective is to improve the investigation of romance fraud, money laundering and tracing of hidden assets.

Satisfaction averages rose from Q2's 86% to a more consistent 90%. Overall satisfaction has benefitted from the return to classroom training post-Covid.

It has been noted that only 52% of feedback forms were returned during the quarter, and only 39% in December. This will be addressed by the training admin team for future courses.



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 (IDT)** 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 Pursue work on organised fraud. In Q3 the IDT supported **Op Elaborate**, the largest UK law enforcement operation, led by the Metropolitan Police Service. This led to the dissemination of 4,834 fraud reports with losses of £49.6 million, and 58 suspect packs being disseminated to other forces and regions. The majority of packs went to PECT, and IDT supplied a further 9 packs which were not Op Elaborate related.

Following evidence-based research, and **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.

Public Sector
Law Enforcement
Trade Groups
Brands
Insurance
Banking & Financial
Third Party Service providers
Information Technology

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):

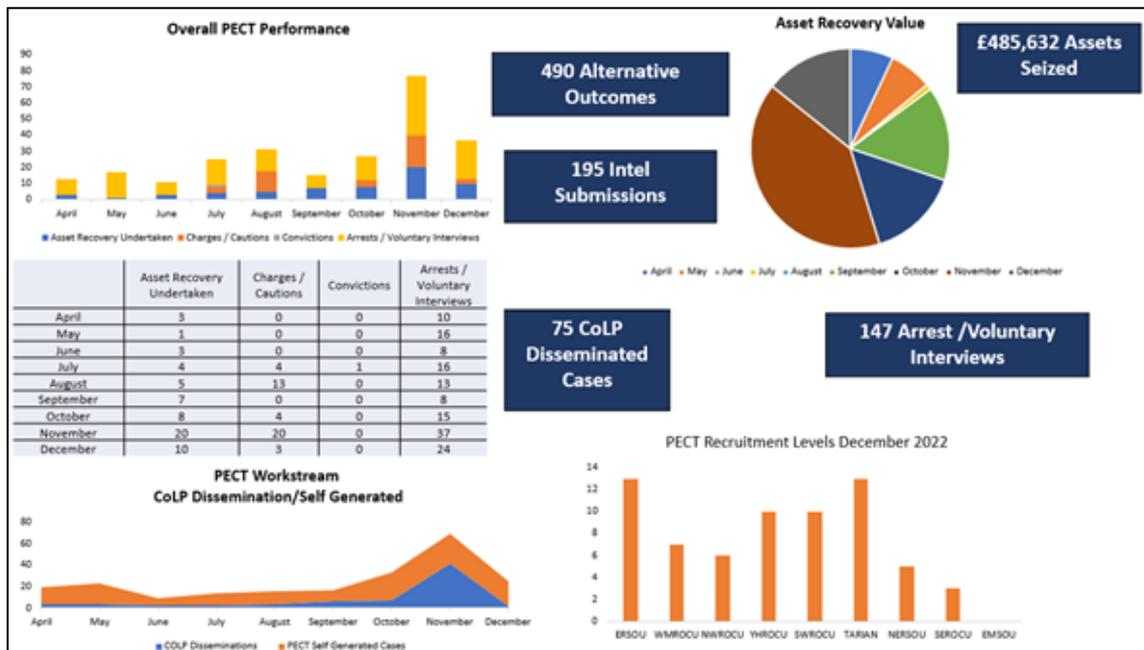
- Four Proactive Economic Crime Teams (PECT) were established in the pilot regions during 2021-22 (Eastern, NW, West Mids, and Yorks & Humber). A further five Regional PECTs are being established in 2022-23 along with enlargement of the London response (MPS and CoLP). By the end of 2022-23 the target is for the network to have 118 people.
- By 09/01/23, 86 people were in post (73%). This is across both the Police Uplift Programme and HMG Spending Review investment funding.
- Greater assessment of PECT operational performance will now take priority and a dashboard for regional accountability has been devised.
- The growth in investigative capacity in CoLP NLF Fraud Operations has resulted in seven new Police Staff Investigators starting in January 2023. These posts will be integrated into the existing capacity whilst training takes place.

Notable operational examples include:

YHROCU - Responded to a 94-year-old victim of Courier Fraud prevented by banking protocol from withdrawing £9,000. Forward facing call data identified that the number used to contact the victim was targeting an 84-year-old woman in Ipswich. YHROCU utilised the PECT network and ERSOU reached the 84-year-old victim in time to prevent her handing £7,000 to the OCG.

ERSOU - A male subject to a Crime Prevention Order fraudulently obtained employment as a Finance Director and abused his position to defraud the business of £111,000. He was remanded in custody and jailed for more than 8 years

SWROCU - An elderly victim of Romance Fraud posted £30,000 to an address in Leicester. A warrant was obtained, and two females suspects were arrested. £12,000 cash was recovered and £40,000 in blank cheques in the victim's name.



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

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

