

National Lead Force Performance Report

Q4: January – March 2023



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: -

			Q3	Q4
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	OUTSTANDING
Outcome 4	Raise awareness and prevent crime	We raise awareness of the threat and prevent fraud impacting people and businesses.	GOOD	ADEQUATE
Outcome 5	Building capabilities	As National Lead Force we work creatively and with partners to improve capabilities to tackle fraud across policing and the wider system.	GOOD	GOOD



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



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

Executive Summary

Outcome 1 GOOD	Outcome 2 GOOD	Outcome 3 OUTSTANDING	Outcome 4 ADEQUATE	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 Q3.</p> <p>NEVCU engagement was up by 11%. Vulnerable victims made up 4% of all cases closed, equal to 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. 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>There were 26 disruptions claimed against NLF OCGs, an increase compared to the quarterly average of 18 from the previous year. Of these, 4 were major disruptions.</p> <p>NLF carried out 15 POCA activities. This is above the 2021/22 quarterly average of 8 and the 2021/22 Q4 total of 5.</p> <p>During Q4, a total of 12,025 disruptions to technological enablers were recorded, far lower than the Q3 total of 54,762. The greatest volume of disruptions were to websites this period, followed by disruptions to bank accounts used in fraudulent activities.</p>	<p>100% of Home Office forces remained in the compliant category for reporting outcomes. The number of judicial outcomes recorded nationally were below the 21/22 quarterly average, as forces are now up to date with historic reporting of outcomes.</p> <p>LFOR continued to coordinate the response by ROCUs and forces to Op Elaborate, targeting suspects throughout the UK, coordinating the collection of results and assisting with meetings. Preparation is also taking place for an operation to target Courier Fraud gangs and to safeguard the victims who are often vulnerable.</p>	<p>The number of social media posts and impressions decreased compared to Q3. For March, there have been several issues preventing data collection and engagement on social platforms. This may also affect April figures.</p> <p>Notable social media campaigns included the Action Fraud nationwide campaign urging people to be wary of ticket fraud. Action Fraud branding has also been added to the national Cyber Aware and Small Organisations campaign due to collaboration. This is now being distributed as Action Fraud, NCSE and HMG.</p>	<p>The number of delegates trained by the Economic and Cybercrime Academy rose by 44% from Q3 to Q4. Satisfaction levels also rose from 86% to 94%. 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 network has 114 staff in place. The new Proactive Economic Crime Teams (PECT) are already proving to be operationally effective.</p>



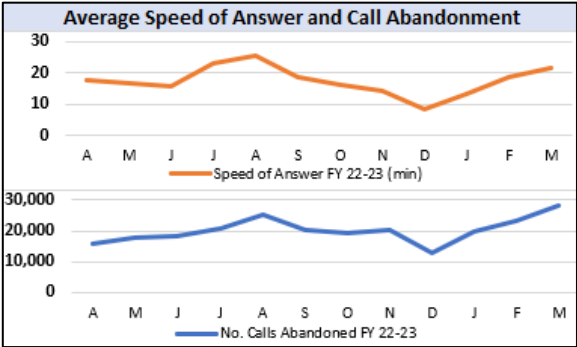
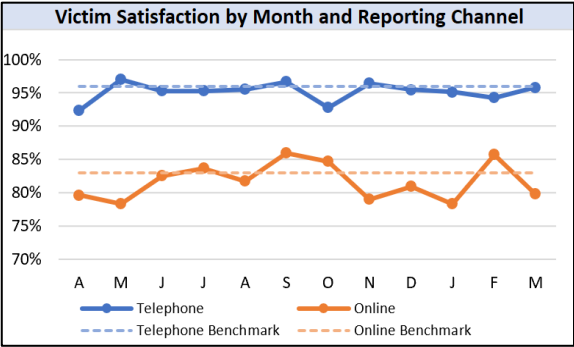
The grading criteria can be found in Appendix A – Performance Assessment Criteria



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



Since the launch of the current victim satisfaction survey, Action Fraud advisors have provided a consistently good service. Overall, 1% of those reporting a crime in Q4 opted to provide satisfaction feedback to the confirmation fulfilment survey.

The service continuously improves by using satisfaction feedback, including free text responses.

1.A. – The Action Fraud survey indicates that satisfaction with the telephone reporting service in Q4 remained high and just below target at 95.1%, representing a slight improvement on Q3. The driver for dissatisfaction is believed to be victim frustration with increased call waiting times experienced during the quarter, with an average wait time of 17.25 minutes, an increase of 37% on Q3. At 23.71 minutes, the average call handling time in Q4 showed an increase of 3% on Q3.

The primary reason for the increase in call wait and handling times is reduced headcount. This is due to service improvements in the form of abstractions for training and the onboarding of new candidates as they complete training and enter the work flow. We have implemented a ‘chat bot’ style tool offering advisors real time support to ensure that advisors can provide victims with the correct advice and referrals. This will improve the quality of calls and should facilitate the reduction of call wait and handling times.

1.B. – Online satisfaction remained just below target across Q4 with 81% of respondents stating satisfaction with the Action Fraud website’s ease of use. Victim frustration with intermittent accessibility to the reporting tool in February contributed to the low satisfaction rate, however, these technical issues have now been resolved.



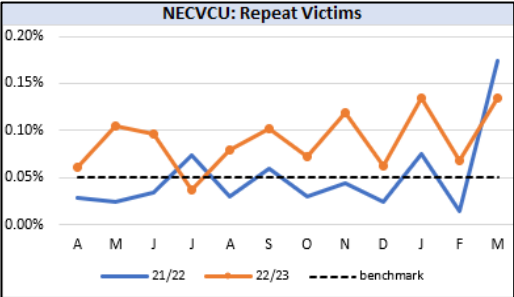
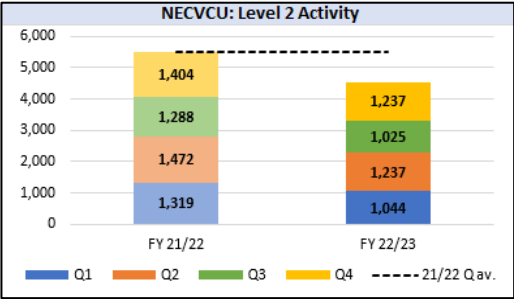
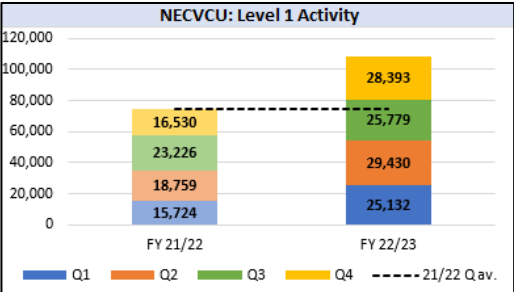
The Action Fraud surveys are in response to the victim’s first contact with the NLF when reporting a fraud and are not representative of the end to end victim journey.



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%.	GOOD
D. To increase the proportion of vulnerable victims receiving Level 2 support.	ADEQUATE
E. To increase the number of victims contacted by NECVCU.	OUTSTANDING



1.C. – In Q4 there were 34 victims identified as repeat victims, up from the 2021/22 quarterly average of 9. Despite this rise, the new quarterly average is below the 1% target at 0.11% 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 higher than in Q3 (1,237 up from 1,025). NECVCU level 2 victim care has engaged 4,543 victims throughout 2022/23. This is compared to 5,483 victims during the previous year. The decline in engagement at level 2 for this year is due, in part, to staff vacancies within the existing NECVCU team structure. In 2023/24, the NECVCU will expand its service significantly to offer support to eligible victims throughout most force areas within England and Wales; this expansion is likely lead to a significant increase in the number of engagements

1.E. – When compared against the 2021/22 Q4 total (17,934) and the 2021/22 quarterly average (19,931), victim engagement was up by 65% and 49% respectively, with 29,630 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.

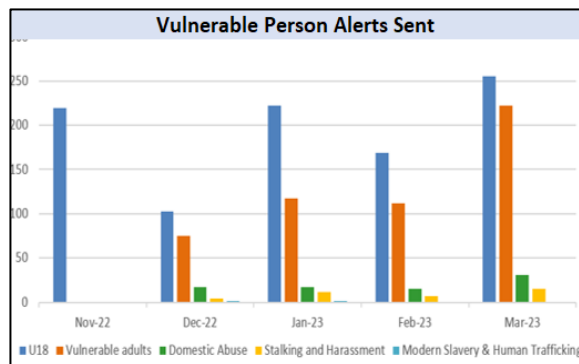
NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

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

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

In Q4, the search found 1,953 reports that came from vulnerable victims. 100% of these were sent to forces for victim support within 7 days of the report being downloaded to the system, and 64% within the stretch target of 72 hours.

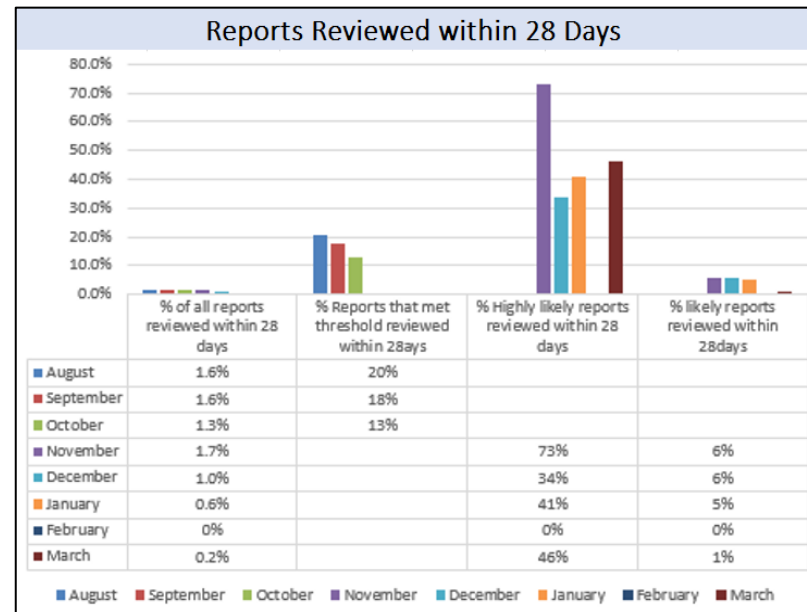


1.H. – 100% of fulfilment letters were dispatched to victims within 48 hours of the request being received.

1.I. – The NFIB has multiple 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 Q4 22/23, the success rate of Send in Blue was 99.84%.

1.G. – NFIB cannot provide figures due to a system issue resulting in duplicate and triplicate reports. Work is currently in progress with suppliers to resolve the issue. NFIB has also had significant staffing issues, however are now recruited up to full strength. As these new staff arrive, current staff are being used to train them, resulting in a continued drop in performance in the short term.



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.

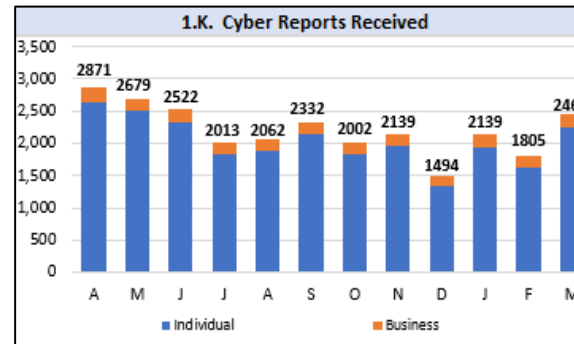
Success Measures:

J.	To review all unclassified cyber related Action Fraud reports to determine their viability for dissemination, within 7 days.	GOOD
K.	To review and disseminate all Action Fraud reports classified with an NFIB Cybercrime code, within 7 days.	GOOD
L.	To respond to all live cybercrime reports, within 2 hours of reporting.	GOOD
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.	GOOD
N.	All businesses reporting cyber enabled crime to receive Protect advice within 72 hours of reporting.	GOOD

1.J. – NFIB Cyber review all cyber related Action Fraud reports within 7 days as a standard process. Changes to this process in 2022 have reduced this timeframe to 72 hours. This stretch target could not be met in March due to significant technical issues, resulting in significant delays to reviewing and disseminating reports. This objective is also currently impacted by resourcing shortages in the Cyber Review Team.

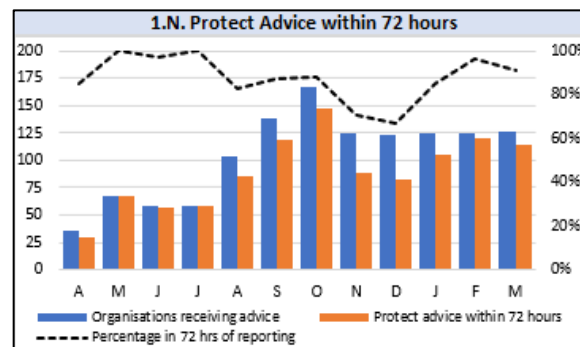
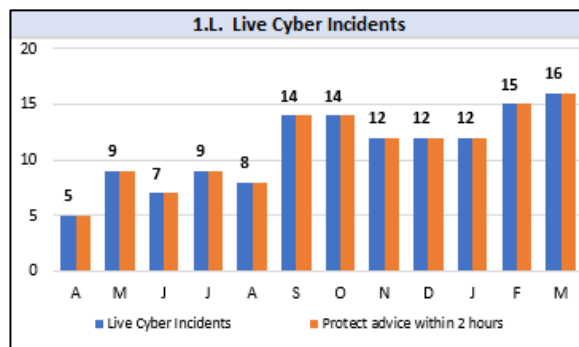
1.K. – In Q4, 6,406 reports were classified with a Cybercrime code. Of these, 100% were disseminated for Protect or Pursue activity.

1.L. – 43 live cyber incidents were recorded in Q4, and each one was reviewed and a response sent within 2 hours.



1.M. – The Cyber Review Team review reports for vulnerability factors daily, resulting in all reports with vulnerable victims being disseminated to forces the same day for safeguarding action.

1.N. – NFIB Business Protect provided protect advice to 408 organisations during Q4. 96% (427) of organisations received the advice, 90% (367) of whom received it within 72 hours of reporting to Action Fraud.



Outcome 1: Supporting and Safeguarding Victims.

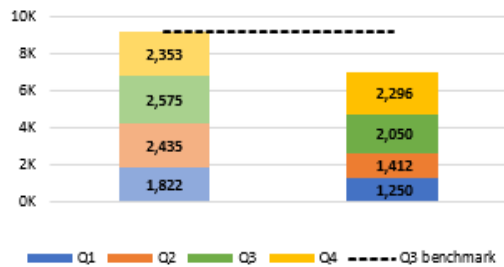
NLF Role: We provide a service for victims that is accessible, user-friendly and easy to engage with, and we successfully support and safeguard victims.

Success Measures:

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

GOOD

Project RECALL - No. Account Alerts Sent to Banks



Project RECALL is an initiative to alert banks to accounts used in fraud. RECALL continues to be functioning correctly with all previous technical issues resolved, resulting in a continued quarter on quarter increase in both alerts being sent out and the value of alerts being sent. Overall alerts continue to be lower than the same period for the previous year, however, the value of the alerts is higher. This is likely due to fraud reporting returning to closer to pre pandemic levels, with lower overall reporting but higher losses per report. With RECALL working correctly, volumes of alerts should continue to mirror trends in overall fraud reporting.

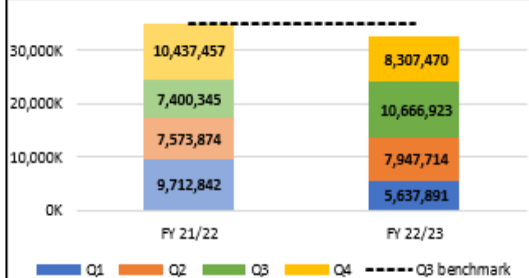
The quarter reported 2,296 account alerts sent to banks, up 12% from Q3 (246), and 31% below the benchmark. These had a value of £8,307,470. The system for banks to confirm the value of repatriated funds is not automated, however, the banks are proactively asked for feedback. In Q4 £605.25 was confirmed by 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.

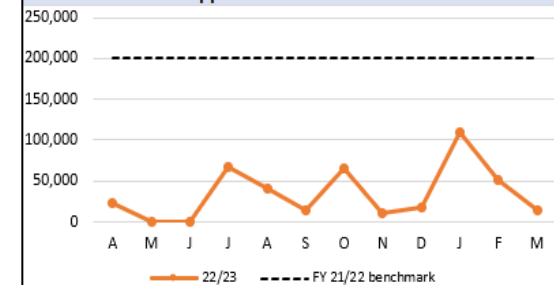
The number of **NECVCU** victims with confirmed recoveries, and the associated value of those recoveries, is dependent on the victim informing the NECVCU. Since January 2021, NECVCU has supported victims to recover over £2.6 million.

They have also provided additional support to 181 service re-users since August 2018, preventing a possible £2,882,616 being lost to economic crime.

Project RECALL - Value of Alerts sent to Banks



NECVCU: Approx. Value of Funds Recovered



Outcome 2: Disrupt Fraudsters.

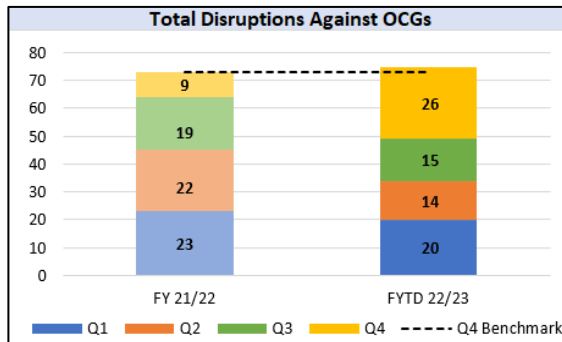
NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

- A. To sustain the level of Economic Crime OCG disruptions.
- B. To increase the proportion of major and moderate disruptions against Economic Crime OCGs.

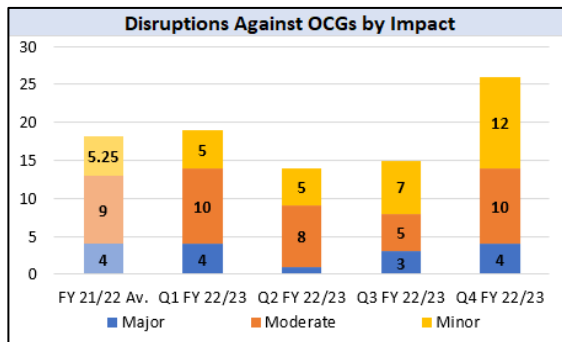
GOOD

GOOD



There are currently 78 mapped Organised Crime Groups (OCGs) under investigation by National Lead Force teams. Thirteen new OCGs were mapped in the quarter, and three are waiting to be archived.

There were 26 disruptions claimed against NLF OCGs in Q4, which is a large increase compared to the 15 in Q3, and the quarterly average of 18 from the previous year. Of these, 4 were Major disruptions, 10 Moderate and 12 Minor.



Activity against OCGs is not consistent and depends on a number of factors, including resources, capacity, and criminal activity. It is worth noting that approximately 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. There have been many adjourned NLF cases this year, mostly due to COVID backlogs and barrister strikes.

A Major disruption represents the OCG being fully dismantled or impacted at a key player level. There have been 4 major disruptions for Q4.

There have been 10 Moderate and 12 Minor disruptions relating to warrants, arrests of nominals and seizure of money. The investigations spanned all of the NLF teams.

One of the Major disruptions related to the sentencing of a relentless fraudster, who used numerous pseudonyms and had previously been convicted for fraud and received a lifetime ban from being director of a company. The investment fraud investigation centred on high-risk, high-reward Binary options trades, and 172 victims lost a total of £2.7m. The main defendant received 9 years imprisonment and his wife received 2 years imprisonment suspended for 2 years.



Outcome 2: Disrupt Fraudsters.

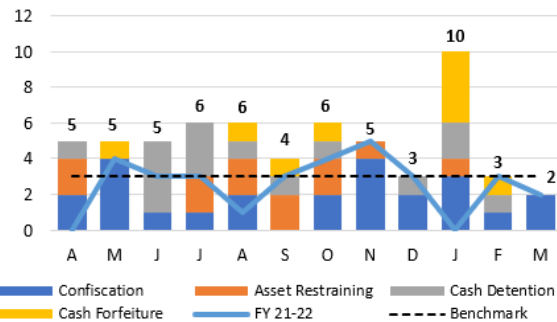
NLF Role: We disrupt fraudsters that operate domestically and from overseas in order to make it harder for them to commit crime here in the UK.

Success Measures:

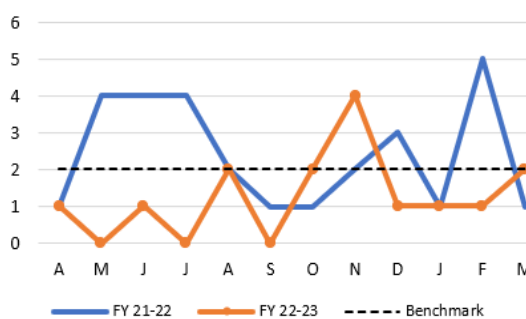
C. To increase the use of POCA powers to freeze, restrain and protect proceeds of crime.

GOOD

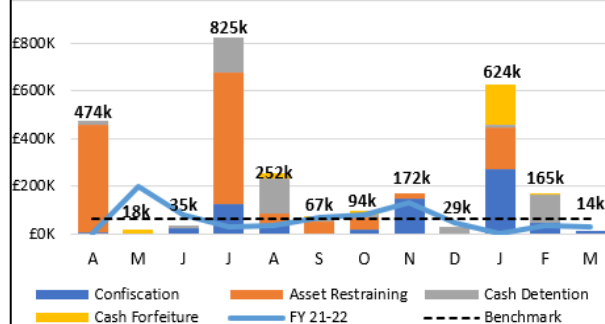
Use of POCA Powers



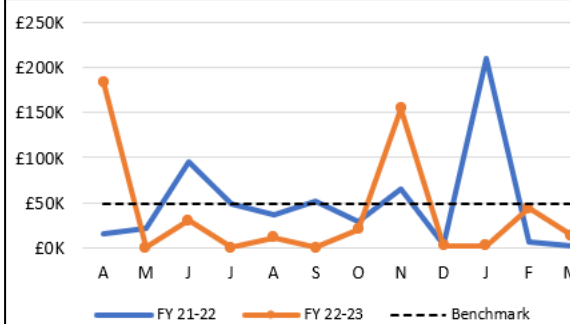
Number of Victims Awarded Compensation



Value of POCA Activities



Value of Victim Compensation Awarded



In Q4, Operational Fraud teams and Funded Units carried out 15 POCA activities. This is above the 2021/22 quarterly average of 8 and the 2021/22 Q4 total of 5. Most of the activity focused on confiscations (6) and cash forfeiture (5). The greatest value came in January, with three confiscations carried out by DCPCU totalling £247,467. Although below the 2021/22 benchmark, teams worked to ensure that the Courts awarded 7 victims £59,366 compensation.

In a PIPCU case, two people who were sentenced for importing and distributing counterfeit shoes in 2021 were issued confiscation orders with a combined total of £269,099 in January. The defendants were sentenced to two years and eight months respectively, and failure to fulfil the confiscation orders will result in a further two-and-a-half years imprisonment for the first defendant, and a further 15 months imprisonment for the second.



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

GOOD

During Q4, a total of 12,025 disruptions to technological enablers were recorded, far lower than the Q3 total of 54,762, however Q3 was a particularly high quarter due to multiple successful DCPCU operations.

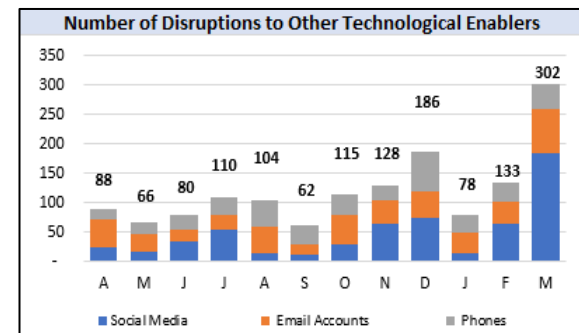
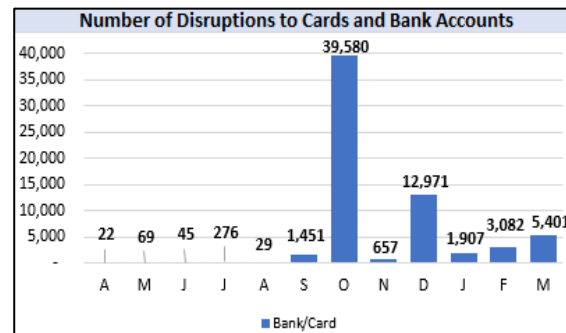
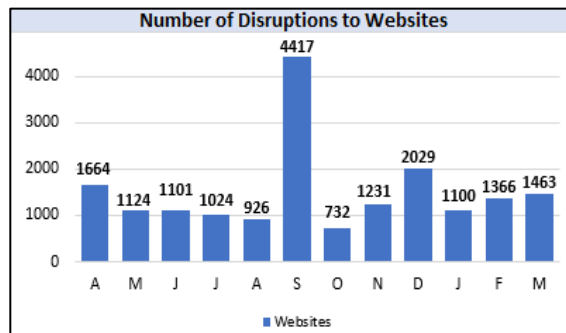
Disruption activity across departments continues to focus on websites. PIPCU's long running operation to suspend websites selling counterfeit items means fewer UK domain sites are being registered. Research has shown a 58% decrease in UK advertising on the Infringing Website List. These latest figures demonstrate the continued success of the operation working to remove sources of revenue from copyright infringing websites.

In the last quarter the NFIB's Prevention and Disruption team presented to 30 members of the newly formed Proactive Economic Crime Teams (PECT) which are regionally based. They were informed of the services offered and how the team's work can support their operations. The Knowledge Hub has also been used to inform officers across the UK of P&D's work and how to access services. Several volume website disruptions were completed from single Action Fraud reports including 45 investment websites and 95 Crypto based websites, all of which were created to target the public. A noteworthy case was work on the deactivation of a Facebook Account which had been taken over in the victim's name to advertise fraudulent investments, thereby targeting their family and friends. The account holder was a vulnerable juvenile with Down's Syndrome and their family had been unable to secure help from Facebook, which was causing the child considerable anguish. The P&D team supported them and had the account closed preventing further harm.

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 March 2023, the number of reports received stands at more than 19,150,000, with the removal of more than 120,000 scams across 220,000 URLs. The public are sent large volumes of scam messages every day, many of which will be blocked by spam filters or otherwise ignored.

In Q4 there were over 26,000 suspicious emails reported per day to NCSC and CoLP, in addition to around 584 cyber-enabled crimes reported by victims to Action Fraud.



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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.

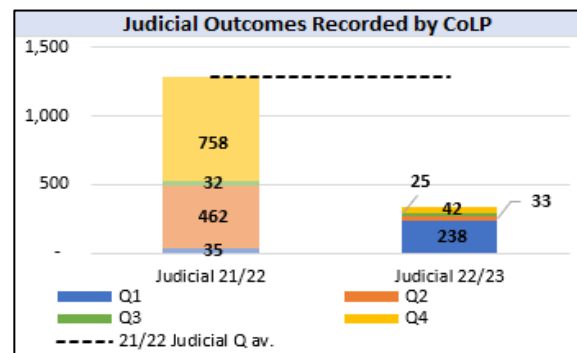
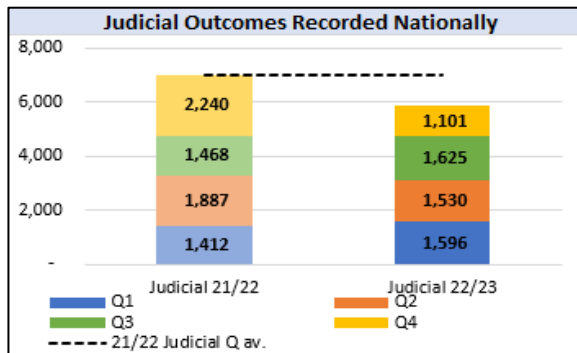
Success Measures:

- 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

OUTSTANDING



Nationally, positive judicial outcomes have dropped from 7,019 in 2021/22 to 5,852 in 2022/23. Likewise, CoLP has recorded a total of 338 Judicial outcomes (all outcomes) for 2022/23, which is below the comparative period for 2021/22 where 1,287 were recorded.

Reason for lower outcomes recorded locally and nationally, include that over the last few years as a consequence of NCO engagement, forces have been catching up with the reporting of legacy outcomes. The number of historic outcomes dropped in 2022/23 and forces are now reporting in a timely manner.

The number of large boiler room jobs disseminated by NFIB has also dropped in the last few years. Judicial outcomes had been impacted greatly from large one off jobs of 400+ victims. Finally, forces have been encouraged to keep investigations within a two year time frame, which restricts large jobs.

The total outcomes reported in a 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 many outcomes, potentially bringing closure to multiple 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 (10-12 Returns)	45
Partially Compliant (7-9 Returns)	0
Non Compliant (0-6 Returns)	0

Forces are required to provide outcome information to CoLP every month, matched against their NFIB disseminations. In Q4, all forces provided their return each month. The National Coordinators continue to engage with forces to ensure compliance is maintained.



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.

OUTSTANDING

National and International Coordination and Assistance

LFOR assisted other Forces and Regions with **13 requests for assistance** during Q4 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.

During Q4 there were a number of arrests for **Courier Fraud** in the London area that LFOR assisted with. These cases led to 11 arrests and 4 separate OCGs being dismantled. This activity resulted in a decrease in reported courier fraud crime from 38 cases per week before the activity down to 8 per week after.

LFOR received and developed 9 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 63 **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 Poland. The overall number of International requests was 64 for the previous quarter. The average time for completion for Q4 was 49 days which is well within the 90 day target. This is higher than Q3 (29.5 days) likely due to the reduction in staff in LFOR.

National Operational Activity

Op Elaborate is ongoing, with LFOR continuing to coordinate the response by ROCUs and forces targeting suspects throughout the UK. LFOR is coordinating the collection of results and assisting the Metropolitan Police with arranging meetings between involved forces, the CPS and UK Finance.

Preparation is now taking place for **Operation Duper**. LFOR will be working with the forces and PECTs to target Courier Fraud gangs and to safeguard the victims who are often vulnerable. This period of pursue intensification is planned for the week commencing 15th May to be followed by a media protect campaign week commencing 29th May.

LFOR coordinate the activity of the regional **Proactive Economic Crime Teams (PECT)** and monitor their performance against agreed KPIs. During Q4 the PECTs carried out 60 arrests, 26 voluntary interview and 208 alternat outcomes. They also submitted 130 intelligence reports and seized assets valued at £192,320. The figures for the PECTs were especially strong this quarter as all PECTs were involved in Op Henhouse 2 during February.



Outcome 4: Raise Awareness and Prevent Crime.

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

Success Measures:

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

ADEQUATE

ADEQUATE

Across the various teams engaging on social media, the number of confirmed posts (1,727) and related impressions (16.5 million) dropped significantly. This is due to the NFIB Protect Team being unable to provide social media reach and impression data for March, as both of the hashtag tracking services used to measure performance were down. This has been raised with the companies, who are working to resolve the issues.

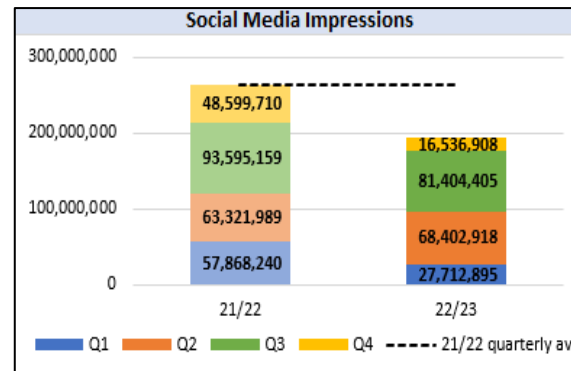
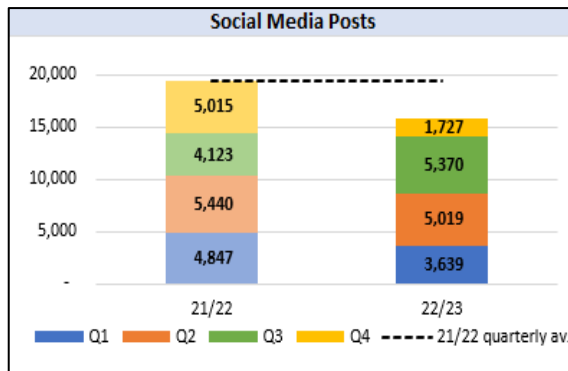
During the quarter, the Media Team oversaw 9 press releases and 9 interviews. Compared to the previous quarter, this represents a decrease for press releases, however a significant increase for interviews. There were several newspaper and television interviews, such as AC O'Doherty's interview for Panorama and Commander Adams carrying out briefings with journalists from Which? and the Telegraph. Other interviews were provided for BBC One's Caught Red Handed, The Times, The Insurance Post, and two different programmes on romance fraud. Good news stories resulting in positive coverage included press releases about the jailing of a former footballer for an investment fraud scam and IFED securing its first Serious Crime Prevention Order.

Notable Social Media Campaigns

PIPCU issued a press release regarding an operation that involved the removal of website domains that illegally streamed copyrighted content by YouTube influencers. The unit's 'wrap up' press release on the operation which has removed 4,423 illegal website domains since 2013 was issued and received coverage in trade press and 50k social media impressions.

IFED issued press releases on social media regarding a male who was jailed for fraudulent life insurance claims, and after officers seized £50k cash during a warrant executed in relation to a suspected ghost broker.

The **NLF Operational Teams** issued a press release regarding Hajj fraud to specific and wider media. A statement was also proactively added to the CoLP website regarding the inclusion of fraud in the Strategic Policing Requirement.



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

LFOR: Operation Henhouse 2

During this Q4 period LFOR have been engaged in preparing for and delivering **Operation Henhouse 2**, a national intensification focusing on fraud. LFOR managed the coordination nationally which resulted in 43 forces and 9 ROCU's taking part.

Operation Henhouse 2 led to 290 arrests, compared with 170 during Henhouse 1. There were also 174 voluntary interviews, 370 cease and desists, 113 seizures and 138 other disruptions carried out. The operation also resulted in a total of £6,360,470 in cash, cryptocurrency, vehicles, watches, tobacco and electrical goods being seized.

Other disruptions achieved included website takedowns, vehicle stops, Section 59 warnings and enforcement tickets.

LFOR: CRIMESTOPPERS

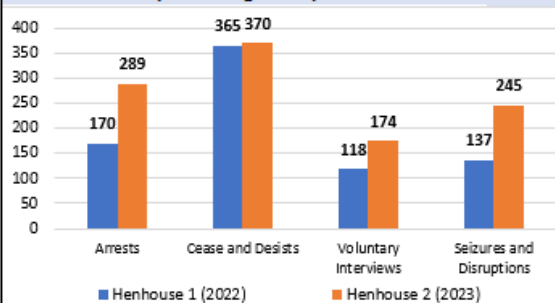
LFOR continues to work with CRIMESTOPPERS, with the focus now on the National Romance Fraud campaign. This intensification delivers PROTECT messaging to established networks. Over a 2 month period (Dec 2022 – Jan 2023) the messaging was viewed 5,760 times by 5,359 unique viewers. 156 of these clicked on the form and 71 went on to submit a form to CRIMESTOPPERS.

NFIB Protect and Action Fraud

A notable social media campaign by NFIB Protect and Action Fraud was a nationwide campaign urging people to be wary of ticket fraud, which often spikes when tickets to popular summer gigs and sporting events go on sale.

This has been widely shared across CoLP social media platforms and directs concerned members of the public to the Action Fraud website, where they can find additional information, guidance and the reporting tool.

Comparative Figures Op Henhouse 1 & 2



Romance Fraud - Month 1 - December

Channel and Impressions		Digital Results	
Facebook	722,645	Page views	3,225
Instagram	655,894	Unique users	3,036
Total	1,378,539	Clicked to form	105
		Submitted a form	50
Romance Fraud - Month 2 - January			
Channel and Impressions		Digital Results	
Facebook	697,888	Page views	2,535
Instagram	726,407	Unique users	2,317
Total	1,424,295	Clicked to form	51
		Submitted a form	21



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.

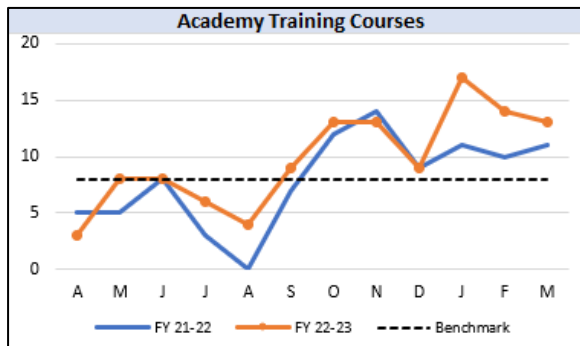
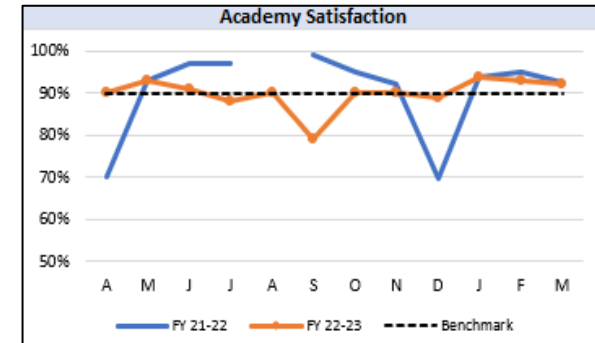
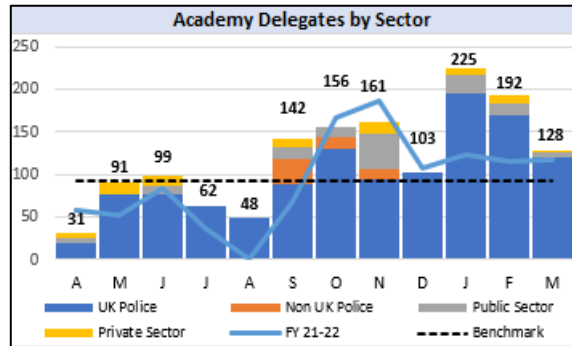
OUTSTANDING

GOOD

The ECCA delivered 44 training courses in Q4, an increase of 25% from Q3 (35) and a 38% increase compared to the previous year. Many of these were funded by the Home Office AGADE funding.

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, 545, represents an increase of 30% from Q3 (420).

89% of delegates were from UK policing, with 8% from other public sector organisations and the remainder split between overseas policing and the private sector.



The Academy has delivered multiple courses, including a number written and developed specifically for Police Scotland. These courses, including Specialist Fraud Investigators, Accredited Counter Fraud Managers and Money Laundering, received good feedback and further training is anticipated to be booked next financial year.

In collaboration with CIFAS, the first of four Protect courses were delivered to police officers across the country. There are also discussions with law enforcement in Mauritius regarding the possibility of the Academy conducting cyber training there.

Satisfaction averages rose from Q3's 86% to a more consistent 94%. Online courses via Teams have proved beneficial to delegates that can not travel to London and more virtual courses are being scheduled for the next financial year.

Only 50% of feedback forms were returned during the quarter, compared to 85% for the previous quarter. 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 Q4 the IDT have supported an operation which gained national attention for Cyber offences and are working on the courier fraud intensification which will take place in May. A large scale Romance Fraud operation is also in development, working alongside the FBI, and which is likely to be housed in NLF.

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 Online Service Providers
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):

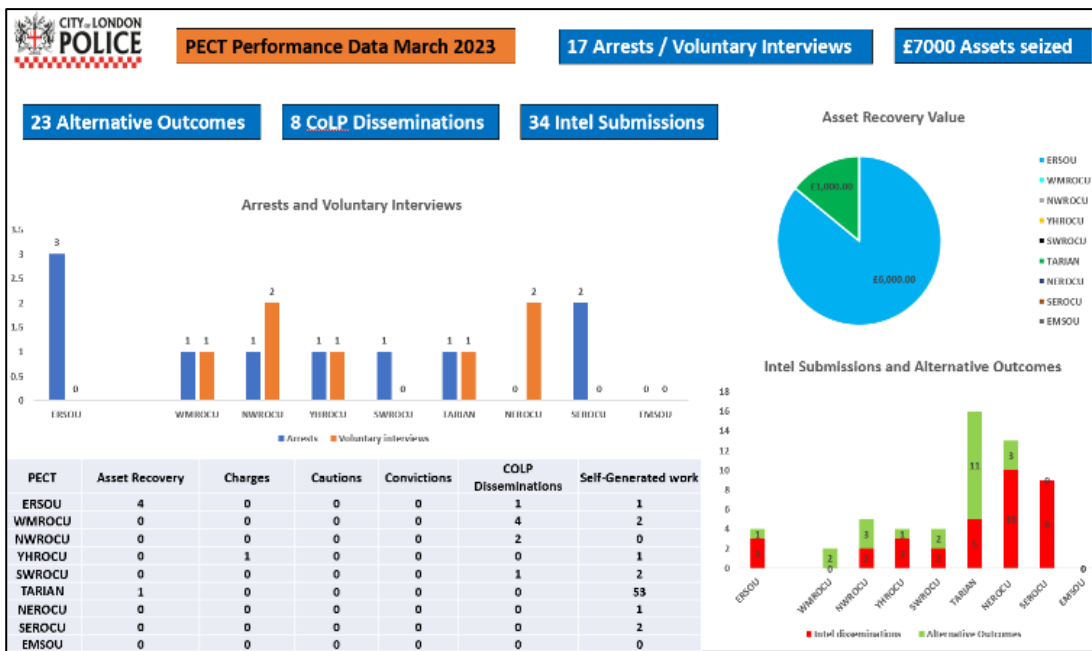
- There are 9 Regional Proactive Economic Crime Teams (PECTs) in place and an agreement has been reached for enlargement of the London response (MPS and CoLP), which is being implemented.
- By the end of March 2023, 114 posts were in place across the network, representing 97% of the target (118 posts) achieved. This is across both the Police Uplift Programme and HMG Spending Review investment funding.
- Assessment of PECT operational performance is regularly monitored and a dashboard for regional accountability has been devised.
- The growth in investigative capacity in CoLP NLF Fraud Operations has resulted in 8 new Police Staff Investigators and a PSI Supervisor in place by March 2023
- Structured feedback meetings have been completed with all regions to inform the development of LFOR and Regions coordination. The findings are to be discussed at the Economic Crime Programme Board in late April.

Notable operational examples include:

•**NEROCU** An Employee stole over £200,000 from their employer by falsifying invoices and changing receiving bank details. There was also un-authorised use of a company credit card for £11,000, and theft of 30 vehicles hired in the company's name resulting in further £200,000 loss. OIC reviewing banking material from production orders prior to completing file of evidence for CPS charging authority.

•**NWROCU** Intelligence collation highlighted that there was an address in Lancashire which was being used to open a number of bank accounts, which were subsequently used to launder the proceeds of fraud. Over 150 bank accounts were opened, usually in the names of Romanian nationals. These accounts have then been used to launder over £263k from fraudulent activity. PECT executed a warrant and arrested the suspect.

•**SEROCU** Self generated task looking at Romanian OCG receiving and using card skimming devices. Early intel development and liaison with other partners (Cumbria, BTP, and Immigration & TVP) are ready for an investigation.



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

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

