

CoLP Performance Measures

Q1: April – June 2024











Performance Assessment

The dashboard provides an assessment of City of London Police performance against the objectives set out in the **National Policing Strategy for Fraud, Economic and Cyber Crime 2023-28**. The National Policing Strategy was launched in November 2023 and translates national strategies and objectives set by His Majesties Government into actionable measures for policing in the areas of fraud, money laundering and asset recovery and cyber. The report shows CoLP attainment against the objectives. The National Policing Strategy sets out a purpose to “improve the UK policing response to fraud, economic and cyber crime” through three **key cross cutting objectives** of:

- Improving outcomes for victims;
- Proactively pursuing offenders;
- Protecting people and business from the threat of Fraud, Economic and Cyber Crime.

The NLF plan sets out **key cross cutting enabling commitments** that City of London Police is seeking to achieve:

We will deliver and co-ordinate regional Proactive Economic Crime Teams and uplifted National Lead Force teams to form part of the National Fraud Squad. The NFS teams will proactively target fraudsters and disrupt offending achieving criminal justice and alternative outcomes.	
We will deliver enhanced victim care & support to victims of fraud & cyber crime, to reduce harm of offending and prevent re-victimisation.	
We will deliver agreed and consistent content across the PROTECT network, to ensure consistent messaging in line with HMG guidance and promoting HMG systems and services.	
We will deliver the Fraud and Cyber Reporting and Analysis Service (FCCRAS) - including the ability to feedback intelligence into the system for further development and inclusion in intelligence packages. We will ensure intelligence is appropriately recorded and disseminated to assist with all 4P outcomes	
We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages	
We will lead the National Fraud Squad to PURSUE identified high harm offenders through joint, centrally co-ordinated national operations and to participate in NECC led fraud intensifications throughout the year.	
We will upskill and train our staff so that they are able to effectively respond to the threat of fraud, economic and cyber crime.	
We will develop and action a National Economic Crime Workforce Strategy.	

Executive Summary: Key Cross Cutting Strategic Objectives



Improve outcomes
for victims.

- VCU supported **4,324** victims
- NECVCU staff made **40,931** contacts
- **16** victims were awarded a share of **£565,580** in compensation
- NFIB reviewed **44%** of allegations that are highly likely to be solved
- CoLP teams recorded **144** judicial outcomes
- **23** aged disseminations had outcomes recorded
- **90%** satisfaction with Action Fraud reporting services



Proactively pursue
offenders.

- **38** OCG disruptions recorded
- **21** POCA activities with a value of **£849,332**
- **+2,487% (157,705)** increase on Q1 23/24 disruptions to technological enablers
- All NFIB disseminations rose by **347% (+38,020)** from Q1 23/24
- **1** intensification led, disrupting OCGs using courier fraud to target vulnerable victims



Protect people and
businesses from the threat
of fraud, economic and
cyber crime.

- **2,115** people at **46** Protect events hosted by Fraud and Funded Units
- Teams also achieved **85** social media posts with **447,800** impressions
- Action Fraud made **378** social media posts in Q1
- **8** national campaigns implemented by National Protect Co-ordinator
- NFIB sent **2,523** vulnerable person alerts to forces in Q1

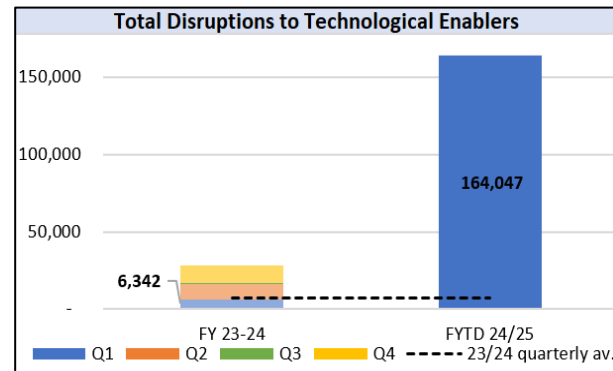
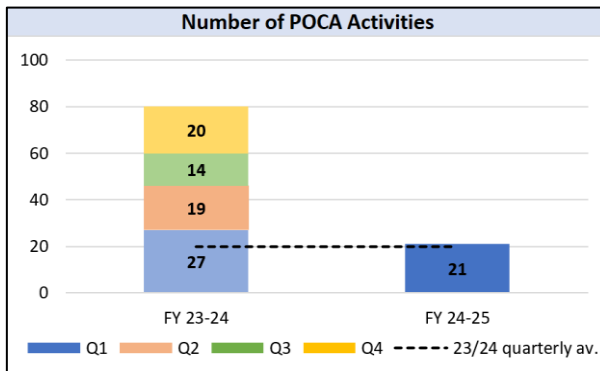
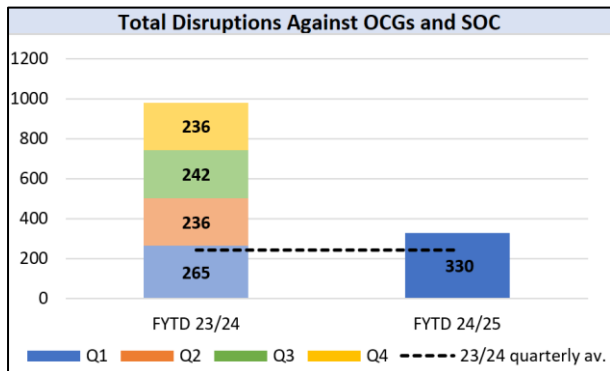


National Lead Force Fraud Operations: Includes National Fraud Squad Teams and Funded Units

We will deliver and co-ordinate regional Proactive Economic Crime Teams and uplifted National Lead Force teams to form part of the National Fraud Squad. The NFS teams will proactively target fraudsters and disrupt offending achieving criminal justice and alternative outcomes.

Success Measures:

- Increase the number of disruptions against fraud organised crime groups and serious organised crime
- Increase the number of POCA activities
- Increase the number of disruptions against technological enablers



OCG Disruptions

- Teams are investigating **68** OCGs
- In Q1 teams recorded against OCGs:
- 5 major** disruptions (+1 on 23/24 Q1)
- 27** moderate disruptions
- 6** minor disruptions
- 292** disruptions against other threats
- +25% (65)** increase on Q1 23/24

Financial Disruptions

- In Q1 Fraud Teams reported **21** POCA activities with a value of **£849,332**
- 5** confiscations, **11** cash detentions and **5** cash forfeitures
- 16** victims were awarded a share of **£565,580** in compensation
- 22% (-6)** decrease on Q1 23/24 but in line with quarterly average

Technological Disruptions

- In Q1 Fraud teams reported:
- 1,591** disruptions to websites
- 162,399** to cards and bank accounts
- 57** to social media accounts
- +2,487% (157,705)** increase on Q1 23/24

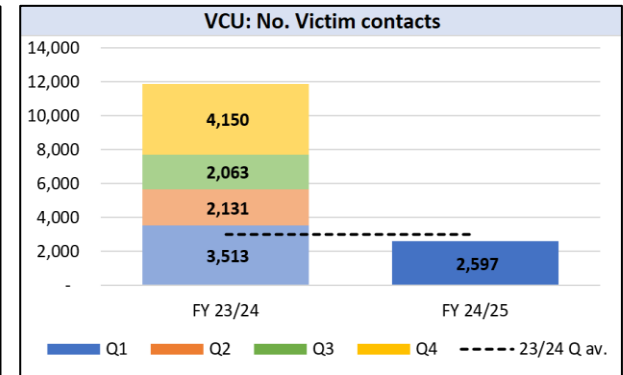
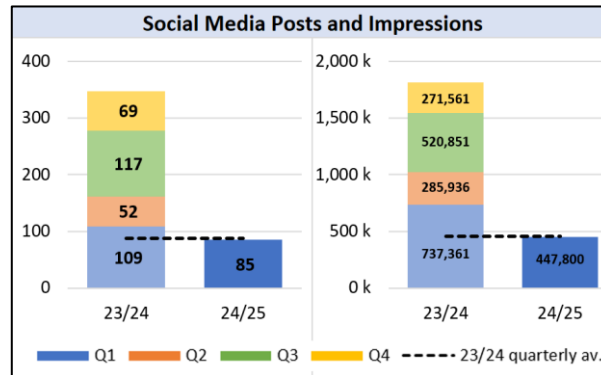
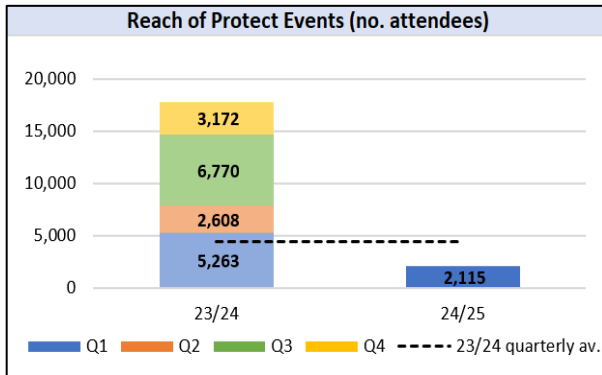


National Lead Force Fraud Operations: Includes National Fraud Squad Teams and Funded Units

We will deliver enhanced victim care & support to victims of fraud & cyber crime, to reduce harm of offending and prevent re-victimisation. We will deliver agreed and consistent content across the PROTECT network, to ensure consistent messaging in line with HMG guidance and promoting HMG systems and services.

Success Measures:

- A. Increase the number of protect engagements and attendees
- B. Increase the number of social media posts and impressions
- C. Increase the number of Victim Support Unit contacts



Protect Events

- Teams held **46** events in Q1
- **-61% (-73)** events from Q1 23/24
- **2,115** people attended these events
- **-60% (-3,148)** attendees from Q1 23/24
- Activity rose throughout the quarter to **21** events with **797** attendees in March

Social Media

- Teams posted **85** messages on social media, in line with the 23/24 average of 84 and down 22% (-24) on Q1 23/24.
- The related impressions were also in line with the 23/24 average at **447,800** but down 44% (-349,561) on Q1 23/24.

Victim Care Unit

- The VCU supported **4,324** victims in Q1, relating to **22** investigations.
- 1,875 VCOP updates were sent by email and 222 by post a total of **2,597**, down 26% (-916) from Q1 23/24.
- **108** nuisance calls were blocked for vulnerable victims.



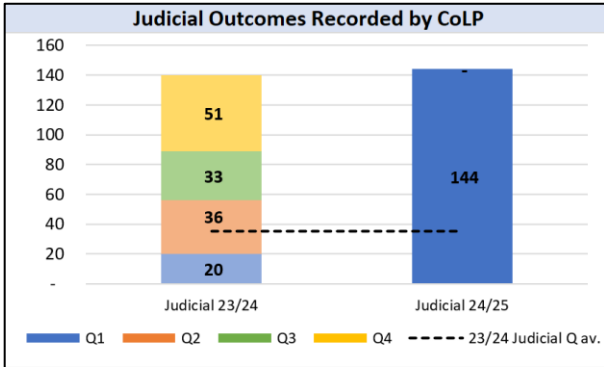
National Lead Force Fraud Operations: Includes National Fraud Squad Teams and Funded Units

We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages

We will lead the National Fraud Squad to PURSUE identified high harm offenders through joint, centrally co-ordinated national operations and to participate in NECC led fraud intensifications throughout the year.

Success Measures:

- Increase the judicial outcome rate for CoLP
- Support CoLP teams to engage in intensification efforts
- Decrease CoLP aged outstanding disseminations



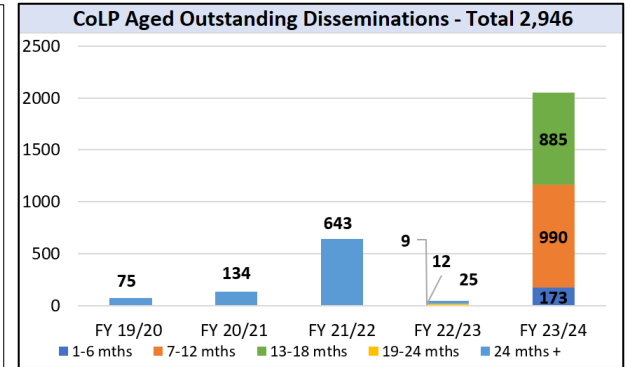
Judicial Outcomes

- In Q1 CoLP teams recorded **144** judicial outcomes
- Up **620% (+124)** from Q1 23/24 and 4 more than the entirety of last year.
- 59** no further action outcomes were also recorded, down **18% (-13)** from Q1 23/24

Between May 13th-24th, **Lead Force Operations Room (LFOR)**, with the National Economic Crime Centre (NECC), led a national intensification designed to cut **courier fraud** at source and protect vulnerable victims.

Forces were encouraged to report courier fraud offences into LFOR whereby fast-time enquiries were undertaken in the centre to identify and arrest suspects.

The operation involved departments across CoLP, including the Communications Data Investigation Unit, Support Group, Serious Organised Crime Team, London Proactive Economic Crime Team (PECT), and Intelligence Analysts across the force. Executive action in London was supported by East Region PECT and the Metropolitan Police Technical Support Unit (TSU), Emerging Threats Team, and M07 Interceptors.



Outstanding Disseminations

- At the end of Q1 **2,946** disseminations from 19/20 to 23/24 were with CoLP teams awaiting outcomes.
- This is down **-23** from the beginning of the quarter.

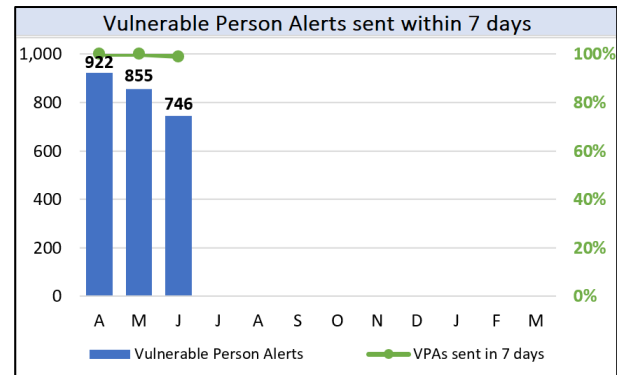
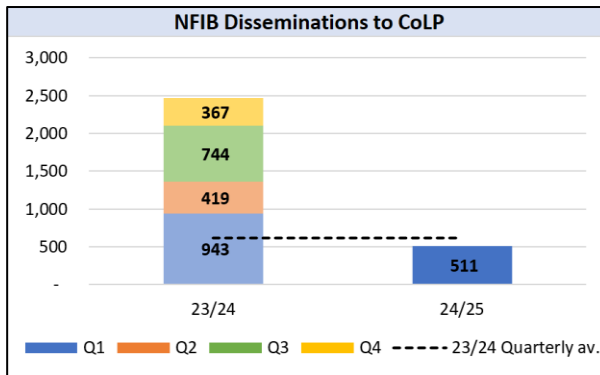
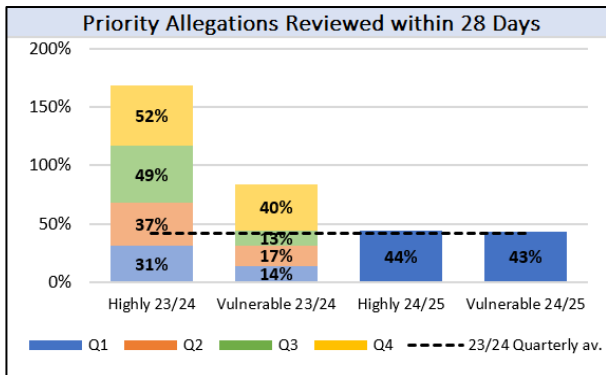


National Reporting Service: Includes NFIB, Action Fraud (AF) and NECVCU

We will deliver the Fraud and Cyber Reporting and Analysis Service (FCCRAS) - including the ability to feedback intelligence into the system for further development and inclusion in intelligence packages. We will ensure intelligence is appropriately recorded and disseminated to assist with all 4P outcomes

Success Measures:

- Increase the allegations of fraud reviewed in 28 days meeting 'highly likely' & 'likely vulnerable' on the solvability matrix
- Increase the number of NFIB packages disseminated to CoLP teams
- To review and, where appropriate, disseminate vulnerable person alert within 7 days.



Priority Allegations

- In Q1 NFIB teams reviewed:
- 44%** of allegations that are highly likely to be solved, up **42% (+13%)** from Q1 23/24
- 43%** of likely to be solved with a vulnerability element, up **207% (+29%)**

Disseminations to CoLP

- NFIB sent **511** disseminations to CoLP in Q1
- This was down **46% (-432)** on Q1 23/24 and down **17% (-107)** on the 23/24 quarterly average
- In the same period all NFIB disseminations rose by **347% (+38,020)** from Q1 23/24 from 10,981 to 48,961

Vulnerable Person Alerts

- NFIB sent **2,523** vulnerable person alerts to forces in Q1
- This is an increase of **80% (+1,125)** alerts from Q1 23/24
- 100%** of these were sent within the 7-day target timescale

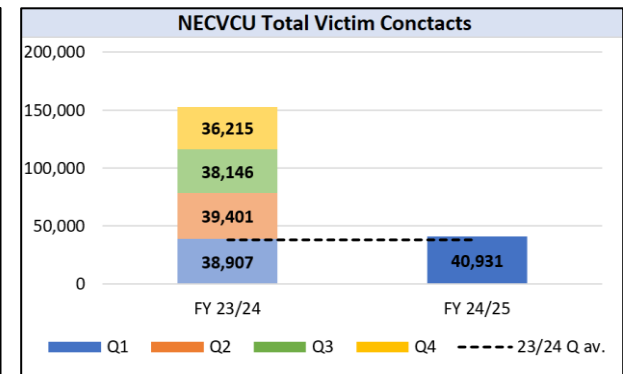
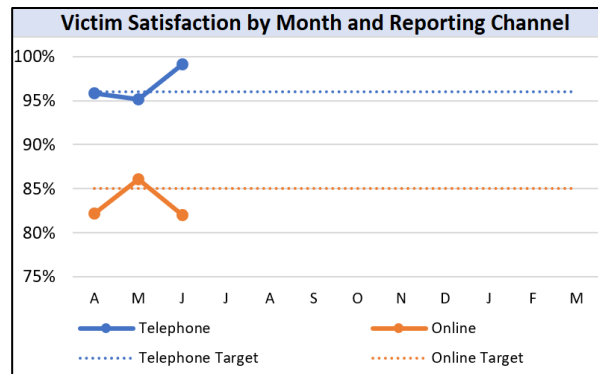
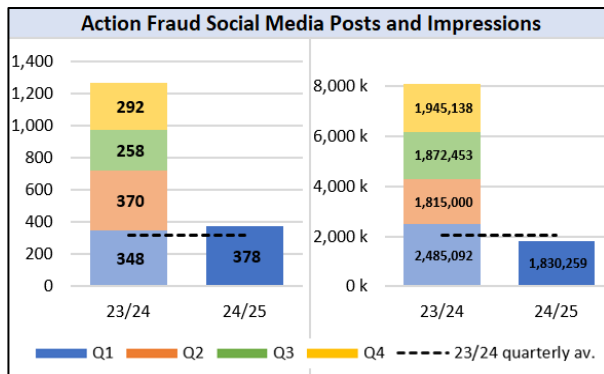


National Reporting Service: Includes NFIB, Action Fraud (AF) and NECVCU

We will deliver the Fraud and Cyber Reporting and Analysis Service (FCCRAS) - including the ability to feedback intelligence into the system for further development and inclusion in intelligence packages. We will ensure intelligence is appropriately recorded and disseminated to assist with all 4P outcomes

Success Measures:

- Increase the number of Action Fraud social media posts and impressions
- Maintain the percentage of survey respondents who are satisfied with the Action Fraud reporting service
- Increase number of fraud victims who receive protect advice (in person, via phone or email)



Action Fraud Social Media

- AF made **378** posts in Q1, up **9% (+30)** from Q1 23/24
- The related impressions for these posts totalled **1,830,259** a drop of 26% from 2,485,092 the previous year

Action Fraud Satisfaction

- Contact Centre satisfaction at **97%** in Q1, 2% higher than the 95% target
- All-time high of **99.1%** in June
- Online reporting stable at **83%**, just below the 85% target
- Of the 111,929 survey links delivered in Q1 just **1.1%** chose to provide satisfaction feedback

NECVCU Victim Contacts

- NECVCU staff made **40,931** contacts, up **5% (+2,024)** from Q1 23/24
- 16,912** contacts by telephone (up 34% (+4,298) from Q1 23/24)
- 2,919** vulnerable Level 2 victims (up 91% (+1,392) from Q1 23/24)



Economic Crime Police Headquarters: Includes Workforce Strategy, Economic Crime and Cyber Academy and Protect

We will upskill and train our staff so that they are able to effectively respond to the threat of fraud, economic and cyber crime.

We will roll out a revised performance framework across PURSUE, PROTECT, PREPARE and PREVENT. ROCUs and Forces to ensure completion of performance framework and resulting recommendations.

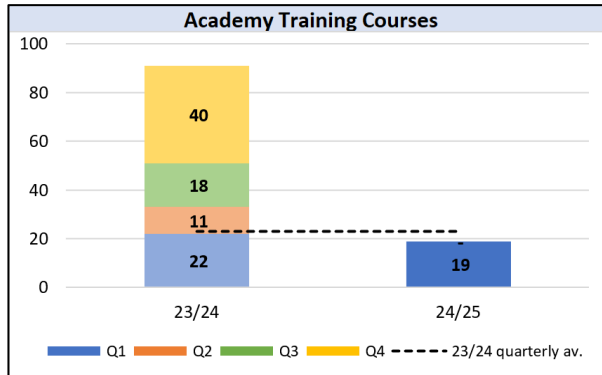
We will invest in and explore technological and data sharing solutions and opportunities.

Success Measures:

- To increase delegate training levels in the Economic and Cyber Crime Academy (ECCA).
- Finalised project plan which identifies short and long-term milestones (NECC and CoLP).
- Deliver short term fixes (NECC and CoLP).



Workforce Strategy



Academy

- In Q1 the ECCA held **19** courses, down **14% (-3)** from Q1 23/24
- The number of classroom delegates also fell by **12% (-33)** to 239, but this was offset by **459** CPD delegates
- Satisfaction rose by 1% from Q1 23/24 to **89%**
- Crypto training delegates increased by **132% (+95)** to 167 from the whole of 23/24.

		Activities	Next Milestone	Status	Summary
Strengthen partnerships	Attraction	University Placement	Fast Track vetting continuing. Onboarding to begin post vetting.	Orange	IN PROGRESS, ON TRACK: The first intake have been selected and are progressing vetting. Engaging with ROCUs and Met for the second intake. Amber status due to reduced number of first intake.
		Direct Entry Detectives	Agree commercials and sign contract	Orange	IN PROGRESS, DELAYED: Progressing plans with Police Now for a direct entry detective cohort (April 2025). Contract delayed due to internal sign off.
	Recruitment and Onboarding	Apprenticeships	Scope Options for delivery	Green	IN PROGRESS, ON TRACK: Implementing a counter fraud apprenticeship that is tailored to policing to attract diverse candidates into civilian fraud investigator roles
		Development	Mentoring	Release the ITT	Orange
	Partnerships-Ideation collective		Meeting with PSFA/PwC to arrange joint	Green	IN PROGRESS, ON TRACK: Lee Townley WYP will lead on creating private/ public ideation collectives.
	Talent Retention	Wellbeing	Scoping opportunities	Green	IN PROGRESS, ON TRACK: Partnering with West Yorkshire ECU to create a Living Library, where individuals share their diverse stories to promote inclusivity and skills sharing.
	Separation	Volunteer App	Plan activity with the lead	Orange	IN PROGRESS, DELAYED: Progressing plans to extend the Cyber volunteer app to fraud and economic crime professionals.
		Alumni Network	Plan activity with the lead	Orange	IN PROGRESS, DELAYED: Work is progressing, currently progressing with GDPR requirements to contact Ex-officers.