CoLP Performance Measures

Q2: July – September 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 improve the policing response to fraud. Fraud and Cyber Reporting and Analysis Service (FCCRAS) objectives will be added when the system launches.	⇧
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 **4,509** victims
- NECVCU staff made **37,715** contacts
- **354** victims got **£355,908** compensation
- **66%** of highly likely allegations reviewed
- **311** judicial outcomes recorded
- **141** aged disseminations completed
- **90%** satisfaction with Action Fraud

Proactively pursue offenders.

- **41** OCG disruptions recorded
- **222** SOC disruptions **+3%** on Q2 23/24
- **36** POCA activities valued at **£2,846,260**
- **828% (+81,131)** increase in disruptions
- **396** disseminations to CoLP teams
- LFOR planned for an intensification in Q3, but none were held in Q2

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

- **3,190** people at **38** Protect events hosted by Fraud and Funded Units
- NLF Ops sent **75** social media posts with **964,399** impressions
- Action Fraud had **434** social media posts
- **2,318** vulnerable person alerts sent
- ECCA held **14** courses, up **27% (+3)**

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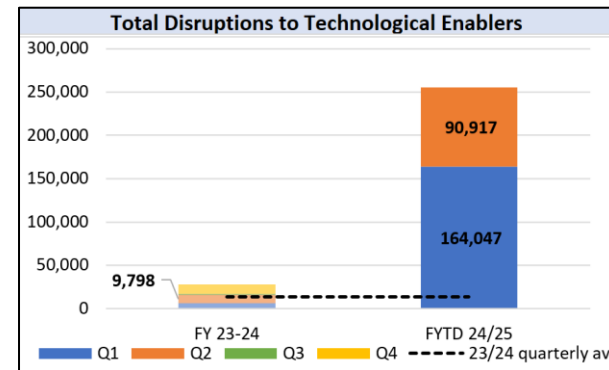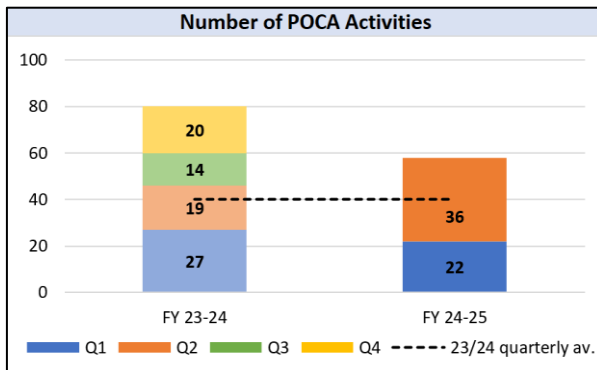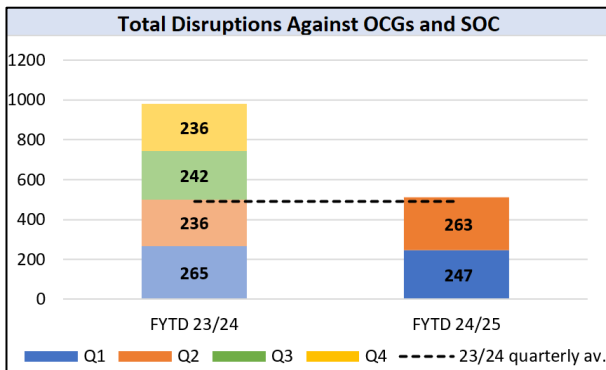
We will deliver and co-ordinate regional Proactive Economic Crime Teams and uplifted National Lead Force teams to form part of the National Fraud Squad. The NFS teams will proactively target fraudsters and disrupt offending achieving criminal justice and alternative outcomes.

Proactively pursue offenders.

Success Measures:

A. Increase the number of disruptions against fraud organised crime groups and serious organised crime	⇧
B. Increase the number of POCA activities	⇧
C. Increase the number of disruptions against technological enablers	⇧

Total Disruptions Against OCGs and SOC

	FYTD 23/24	FYTD 24/25
Q1	265	247
Q2	236	263
Q3	242	
Q4	236	

Legend: Q1, Q2, Q3, Q4, ----- 23/24 quarterly av.

Number of POCA Activities

	FY 23-24	FY 24-25
Q1	27	22
Q2	19	36
Q3	14	
Q4	20	

Legend: Q1, Q2, Q3, Q4, ----- 23/24 quarterly av.

Total Disruptions to Technological Enablers

	FY 23-24	FYTD 24/25
Q1	9,798	164,047
Q2		90,917

Legend: Q1, Q2, Q3, Q4, ----- 23/24 quarterly av.

OCG Disruptions

- Teams are investigating **70** OCGS
- In Q2 teams recorded against OCGs:
- **9 major** disruptions (+3 on 23/24 Q2)
- **25** moderate (+14 on 23/24 Q2)
- **7 minor** disruptions (+3 on 23/24 Q2)
- **222** disruptions against other threats is a **+3% (7)** increase on Q2 23/24

Financial Disruptions

- In Q2 Fraud Teams reported **36** POCA activities up **89% (+17)** from Q2 23/24
- These had a value of **£2,846,260** up **109% (+£1,487,289)** from Q2 23/24
- **12** confiscations, **5** asset restraining, **18** cash detentions and **1** cash forfeiture
- **354** victims were awarded a share of **£355,908** in compensation

Technological Disruptions

In Q2 Fraud teams reported:
- **554** disruptions to websites
- **90,358** to cards and bank accounts
- **17** to social media accounts
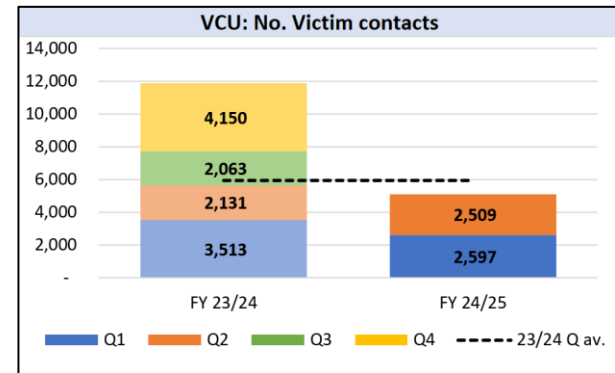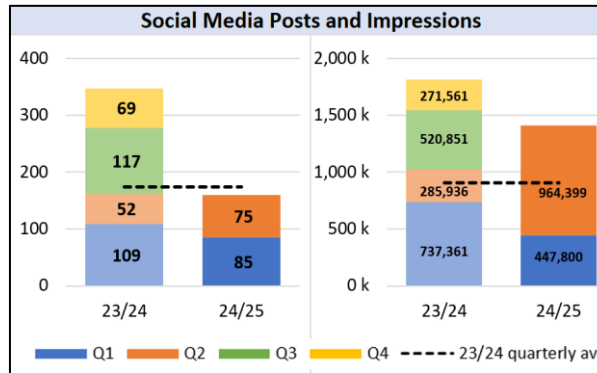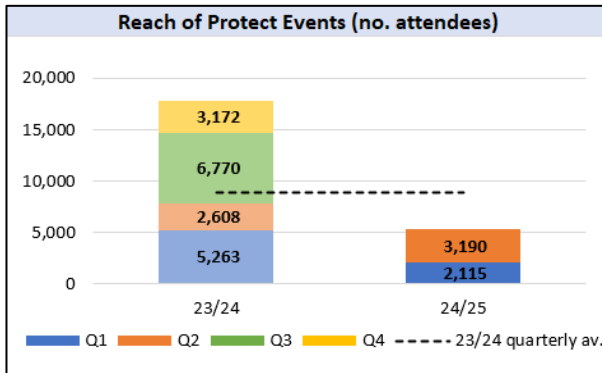- **828% (+81,131)** increase on Q2 23/24

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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.

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

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	⇧

Reach of Protect Events (no. attendees)

23/24: Q1 5,263; Q2 2,608; Q3 6,770; Q4 3,172
24/25: Q1 2,115; Q2 3,190

Social Media Posts and Impressions

Posts — 23/24: Q1 109; Q2 52; Q3 117; Q4 69 | 24/25: Q1 85; Q2 75
Impressions — 23/24: Q1 737,361; Q2 285,936; Q3 520,851; Q4 271,561 | 24/25: Q1 447,800; Q2 964,399

VCU: No. Victim contacts

FY 23/24: Q1 3,513; Q2 2,131; Q3 2,063; Q4 4,150
FY 24/25: Q1 2,597; Q2 2,509

Protect Events
- Teams held **38** events in Q2
- **24% decrease (-12)** from Q2 23/24
- **3,190** people attended these events
- **+22% (+582)** attendees from Q2 23/24
- Activity rose in the quarter to **29** events with **2,510** attendees in September

Social Media
- Teams posted **75** messages on social media, up **44% (+23)** from Q2 23/24.
- The related impressions rose to **964,399**, up **237% (+678,463)** on Q2 23/24
- Impressions were particularly high in August due to a press release regarding a retail fraud investigation

Victim Care Unit
- The VCU supported **4,509** victims in Q2, relating to **22** investigations.
- 1,447 VCOP updates were sent by email and 1,062 by post a total of **2,509**, up 18% (+378) from Q2 23/24.

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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.

Improve outcomes for victims.

| Success Measures:	
A. Increase the judicial outcome rate for CoLP	⇧
B. Support CoLP teams to engage in intensification efforts	⇩
C. Decrease CoLP aged outstanding disseminations	⇩

LFOR intensifications

There was no national NECC intensification scheduled for Q2. The next intensification period will be in November and is named Op EMMA 10. This will be a national intensification targeting money mules.

During Q2 13 intelligence and evidence packages have been built in preparation for EMMA 10 and distributed by the CoLP based Intelligence Development Team to the Regional Proactive Economic Crime Teams for investigation.

In Q2 CoLP intelligence teams also supported the NCA's Op Neogamy, a service used to 'spoof' phones to commit fraud was taken down.

Judicial Outcomes Recorded by CoLP

CoLP Aged Outstanding Disseminations - Total 2,782
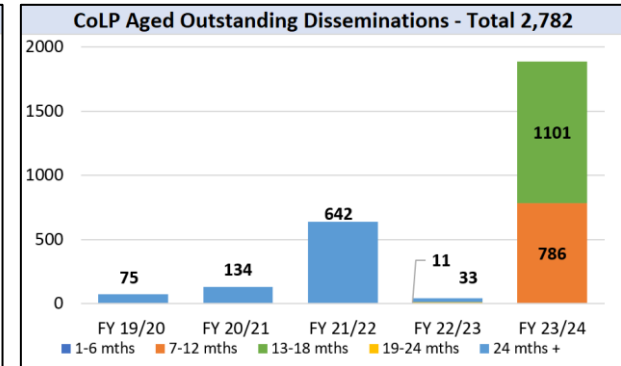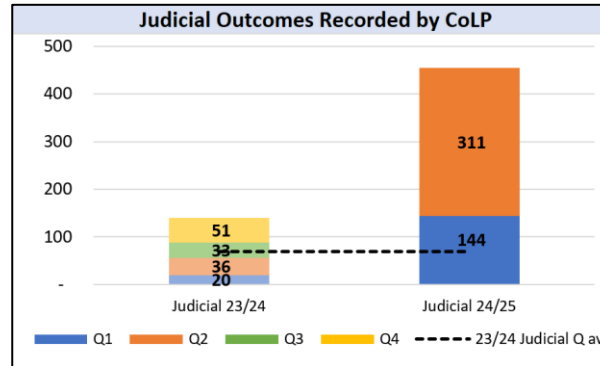
Judicial Outcomes

- In Q2 CoLP teams recorded **311** judicial outcomes
- Up **764% (+275)** from Q2 23/24 and more than the entirety of last year.
- 69% of the 24/25 outcomes are from two large NLF investigations recording 105 outcomes in Q1 and 209 in Q2
- **65** no further action outcomes were also recorded, down **44% (-51)** from Q2 23/24

Outstanding Disseminations

- At the end of Q2 **2,782** disseminations from 19/20 to 23/24 were with CoLP teams awaiting outcomes.
- This is down **-4.82% (-141** from the end of the previous quarter showing improvement

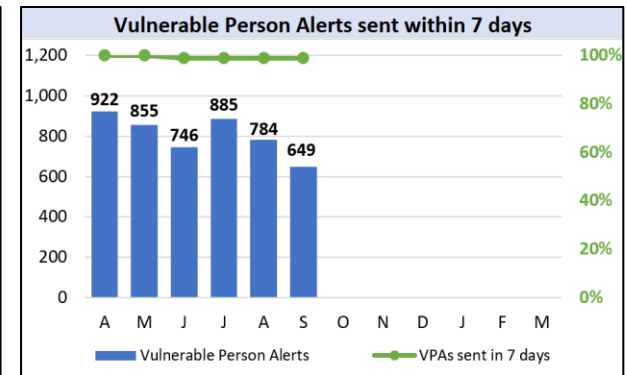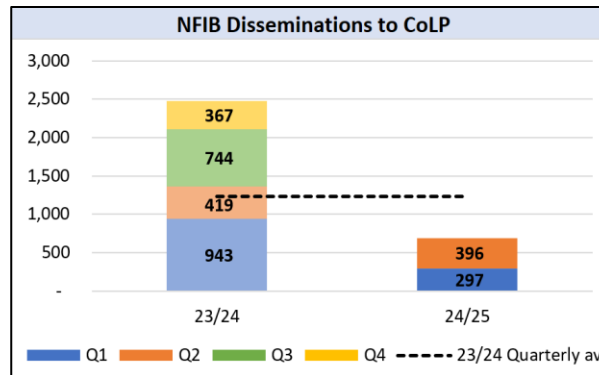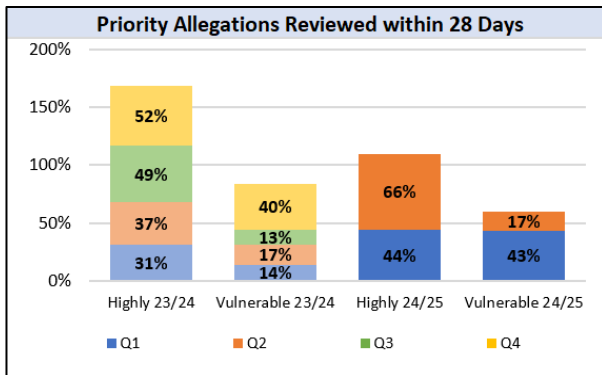# National Reporting Service: Includes NFIB, Action Fraud (AF) and NECVCU

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

Proactively pursue offenders.

Success Measures:

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

Priority Allegations Reviewed within 28 Days

(Chart: stacked bar chart with categories Highly 23/24, Vulnerable 23/24, Highly 24/25, Vulnerable 24/25; Q1, Q2, Q3, Q4)
- Highly 23/24: Q1 31%, Q2 37%, Q3 49%, Q4 52%
- Vulnerable 23/24: Q1 14%, Q2 17%, Q3 13%, Q4 40%
- Highly 24/25: Q1 44%, Q2 66%
- Vulnerable 24/25: Q1 43%, Q2 17%

NFIB Disseminations to CoLP

(Chart: 23/24 — Q1 943, Q2 419, Q3 744, Q4 367; 24/25 — Q1 297, Q2 396; 23/24 Quarterly av.)

Vulnerable Person Alerts sent within 7 days

(Chart: A 922, M 855, J 746, J 885, A 784, S 649; VPAs sent in 7 days ~100%)

Priority Allegations

- In Q2 NFIB teams reviewed:
- **66%** of allegations that are highly likely to be solved, up **50% (+22%)** from Q2 23/24
- **17%** of 'likely to be solved' with a vulnerability element, no change from Q2 23/24

Disseminations to CoLP

- NFIB sent **396** disseminations to CoLP teams in Q2
- This was down **5% (-23)** on Q2 23/24 and down **36% (-223)** on the 23/24 quarterly average
- In the same period all NFIB disseminations fell by **1% (-290)** from Q2 23/24 from 24,490 to 24,200 showing overall consistency

Vulnerable Person Alerts

- NFIB sent **2,318** vulnerable person alerts to forces in Q2
- This is an increase of **31% (+554)** alerts from Q2 23/24
- **99%** of these were sent within the 7-day target timescale

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

We will improve the policing response to fraud.
Fraud and Cyber Reporting and Analysis Service (FCCRAS) objectives will be added when the system launches.

Improve outcomes for victims.

Success Measures:	
A. Increase the number of Action Fraud social media posts and impressions	⇧
B. Maintain the percentage of survey respondents who are satisfied with the Action Fraud reporting service	⇨
C. Increase number of fraud victims who receive protect advice (in person, via phone or email)	⇨

Action Fraud Social Media Posts and Impressions

Victim Satisfaction by Month and Reporting Channel

NECVCU Total Victim Conctacts
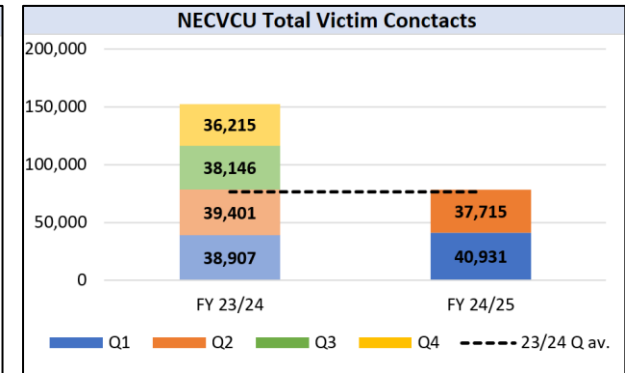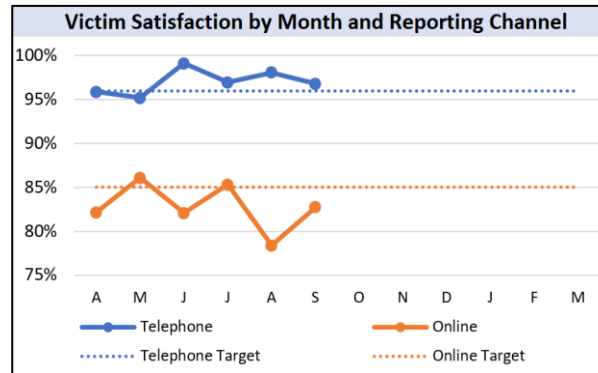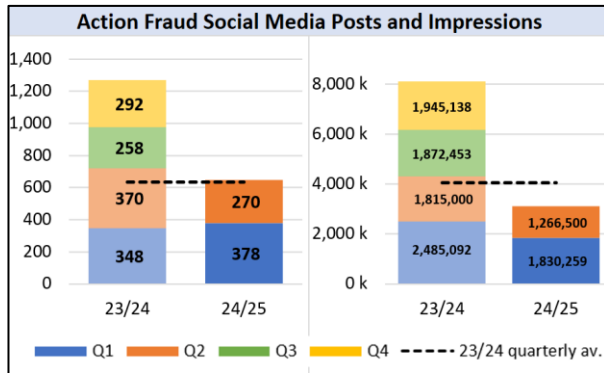
Action Fraud Social Media

- AF made **434** posts in Q2, up **17% (+64)** from Q2 23/24
- The related impressions for these posts totalled **1,660,500** a drop of 9% from 1,815,000 the previous year

Action Fraud Satisfaction

- Contact Centre satisfaction at **97%** in Q2, 2% higher than the 95% target
- Online reporting stable at **82%**, 3% below the 85% target
- Of the 91,331 survey links delivered in Q2 just **1.2%** chose to provide satisfaction feedback
- Call abandonment was at 38%, up 10% from Q2 23/24

NECVCU Victim Contacts

- NECVCU staff made **37,715** contacts, down 4**% (-1,686)** from Q2 23/24
- **£621,226** of funds were recovered, up 272% (+£454,233) from Q2 23/24)
- **2,679** vulnerable Level 2 victims were contacted, in line with Q2 23/24
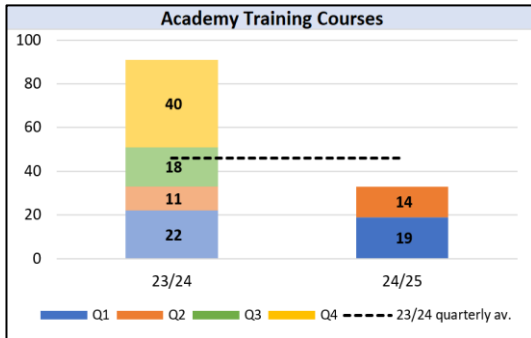
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Economic Crime Police Headquarters: Includes Workforce Strategy, Economic Crime and Cyber Academy and Protect. We will upskill and train our staff so that they are able to effectively respond to the threat of fraud, economic and cyber crime. We will 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.

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

Success Measures:

A. To increase delegate training levels in the Economic and Cyber Crime Academy (ECCA).	⇧
B. Deliver objectives against National Workforce Strategy.	⇨

Academy Training Courses

23/24: Q1 22, Q2 11, Q3 18, Q4 40
24/25: Q1 19, Q2 14
----- 23/24 quarterly av.

Academy
- In Q2 the ECCA held **14** courses, up **27% (+3)** from Q2 23/24
- The number of classroom delegates also rose by **32% (+41)** to 170
- Satisfaction fell by 2% from Q2 23/24 to **92%** which is in line with the benchmark
- Crypto training delegates increased by **383% (+276)** to 348 from a total of 72 for the whole of 23/24.

	Activities	Next Milestone	Status	Workforce Strategy Summary
Attraction	University Placement	Cohort 2 applications go live	🟩	**IN PROGRESS, ON TRACK:** The first cohort have been onboarded into CoLP. Progress on the second cohort is good.
	Direct Entry Detectives	Agree commercials and sign contract	🟧	**IN PROGRESS, DELAYED:** Progressing plans with Police Now for a direct entry detective cohort (April 2025). Amber due to delays in recruiting syndicate leads and finalising 2 year timeline.
	Apprenticeships	Scope Options for delivery	🟩	**IN PROGRESS, ON TRACK:** Scoping is progressing with cyber internships being considered.
	Joint Recruitment campaigns	Recruit a lead for this workstream	🟥	**AT RISK:** slow progress due to no lead being recruited
	Alumni Network	Recruit lead & create a project plan	🟥	**IN PROGRESS, DELAYED:** Ex staff have been contacted however there is no project plan on how or what is planned to be delivered.
Development	Mentoring	Onboard supplier	🟥	**AT RISK:** Opportunity to mentor new FIs that were part of the AMLAR uplift programme to free up more time for ROCUs. Invitation to Tender ITT extended to close on the 16th Aug.
	Career Pathways	Recruit lead & create a project plan	⬜	**NOT STARTED-** not started due to no lead being recruited
	Living Library	Soft launch event at the protect conference	⬜	**IN PROGRESS, ON TRACK:** Partnering with West Yorkshire ECU and ECCA to create a Living Library, where individuals share their diverse stories to share niche skills.
	Pay Parity report	Recruit lead & create a project plan	⬜	**NOT STARTED-** not started due to no lead being recruited
	Volunteer App	Plan activity with the lead	🟧	**IN PROGRESS, DELAYED:** Progressing plans to extend the Cyber volunteer app to fraud and economic crime professionals.
Strengthen partnerships	Partnership Centres of Excellence (COE)	Recruit lead & create a project plan	⬜	**NOT STARTED-** not started due to no lead being recruited
	Skills development- Challenge panels with PSFA & PwC	First session February 2025	🟩	**IN PROGRESS, ON TRACK:** PwC/ PSFA/ WYP are partnering on practitioner led workshops to generate new ideas
	Skills development- L&D with Apple & Lloyds banking	Recruit lead & create a project plan	🟧	**IN PROGRESS, DELAYED:** A lead needs to be recruited urgently to ensure relationships and momentum is not lost.