National Lead Force
City of London Police Performance Report

Q4: January – March 2025

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

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:	Q3	Q4
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.	⇧	⇧

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Executive Summary: Key Cross Cutting Strategic Objectives

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

Protect disruptions and social media impressions have exceeded the Home Office target significantly over the course of the year.

The Victim Care Unit are providing a service for 4,999 victims currently, linked to the investigations being undertaken by COLP operational teams.

NECVCU have met their Home Office target for 2024/25, with 79% of victims feeling safer after contact and 0.4% repeat victim rate.

Improve outcomes for victims.

National Lead Force has exceeded its Home Office set target for judicial outcomes by a significant percentage. This is due to a number of outcomes linked to two large investigations in Q1 and Q2. Outcomes for 24/25 were 283% higher than 2023/24.

The second phase of delivery of the Foundry platform (the crime and analysis section of the new Report Fraud service) went live on 31st March 2025. This has released further functionality for day-to-day use. There are now approximately 100 people trained to use the Foundry platform and from this date will be using it for their daily workflows.

NFIB sent less vulnerable person alerts this quarter, however 99% were sent within the 7-day target. There has been a continued drop in NFIB performance this quarter due to staff training abstractions.

Action Fraud satisfaction has fallen 6% below the Home Office target overall for 2024/25.

Proactively pursue offenders.

Disruptions against serious and organised criminals involved in fraud are increasing and are 44% higher than 23/24. In addition the use of POCA powers against offenders has also increased in 2024/25 by 56%.

Disruptions against websites, bank accounts and social media accounts has also increased significantly this year due to a number of highly effective operations carried out by the DCPCU.
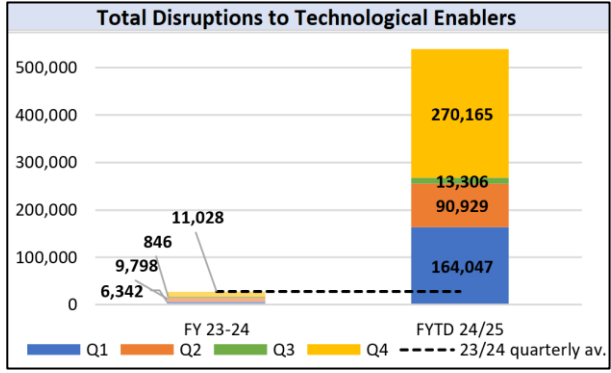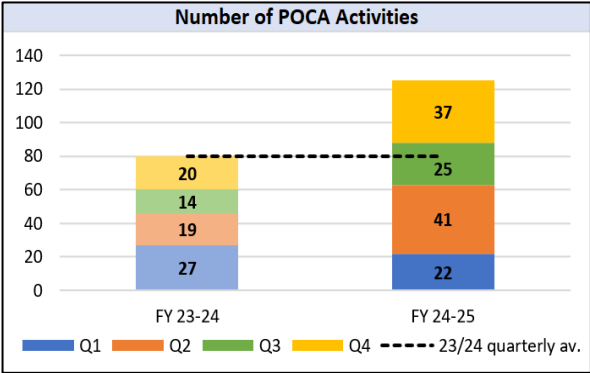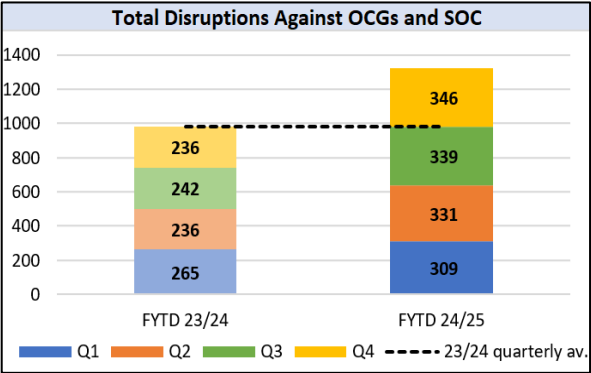
Henhouse 4 was supported across CoLP operational teams, activity included :-
- Activity targeting Camden Market resulting in a seizure of items worth £2.75M.
- 42 arrests, arising from 32 warrants.
- IFED targeted ghost brokers with cease and desist notices.
- DCPCU seized over £285,000 and made 22 arrests.

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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:

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: Q1 265, Q2 236, Q3 242, Q4 236
FYTD 24/25: Q1 309, Q2 331, Q3 339, Q4 346
Legend: Q1, Q2, Q3, Q4, 23/24 quarterly av.

Number of POCA Activities

FY 23-24: Q1 27, Q2 19, Q3 14, Q4 20
FY 24-25: Q1 22, Q2 41, Q3 25, Q4 37
Legend: Q1, Q2, Q3, Q4, 23/24 quarterly av.

Total Disruptions to Technological Enablers

FY 23-24: 6,342; 9,798; 846; 11,028
FYTD 24/25: Q1 164,047, Q2 90,929, Q3 13,306, Q4 270,165
Legend: Q1, Q2, Q3, Q4, 23/24 quarterly av.

Disruptions

- In Q4 **DCPCU** executed a warrant and seized devices containing 150k sets of Fullz data which were sent to relevant financial institutions. In another fraud case many cheques were seized and are being verified, with assets restrained including houses, gold, and funds of almost £900k. Five separate POCA orders were obtained in one case with a value of £880,000.
- **IFED** secured the confiscation of £376k against 2 men convicted for organised ghost broking. They also obtained a forfeiture order of £20,000.00 against a Ghost Broker.
- In a **PIPCU** case a court granted confiscation orders against a couple sentenced for selling counterfeit goods on eBay. They have been ordered to pay £103k obtained from the crime.

OCG Disruptions

- Teams are investigating **72** OCGS (+7)
- In Q4 teams recorded against OCGs:
- **3 major** disruptions (+1 to 23/24 Q4)
- **27** moderate (+10 on 23/24 Q4)
- **24** minor disruptions (+11 on 23/24 Q4)
- **292** disruptions against other threats is a **+43% (+88)** increase on Q4 23/24

Financial Disruptions

- In 24/25 Fraud Teams reported **125** POCA activities up **56% (+45)** from 23/24
- These had a value of **£9,333,752** down **41% (-£6,479,824)** from 23/24
- Activities included: **34** confiscations, **12** asset restraining orders, **61** cash detentions and **18** cash forfeitures
- **543** victims were awarded a share of **£1,789,254** in compensation
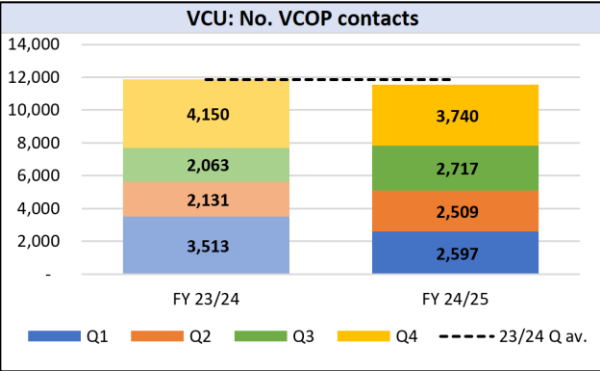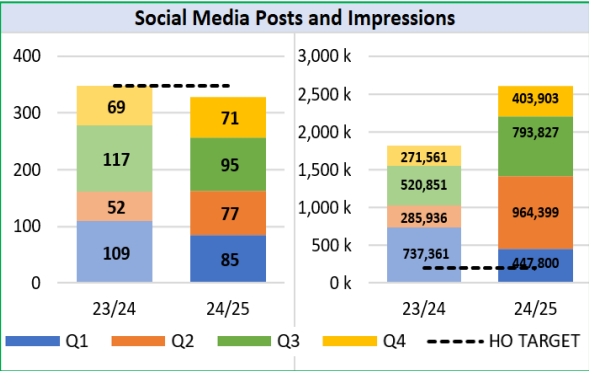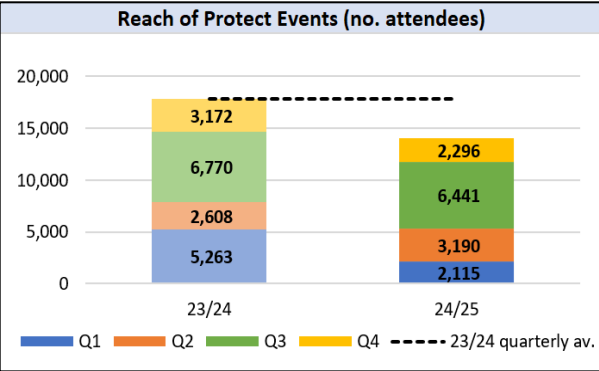
Technological Disruptions

In Q4 Fraud teams reported:
- **291** disruptions to websites
- **269,870** to cards and bank accounts
- **4** to social media accounts
- **2,350% (+259,137)** increase on total disruptions on Q4 23/24
- **DCPCU** carried out large operations resulting in more than 535k bank account shut-downs in May, July, November, February and March

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

We will deliver enhanced victim care and support to victims of fraud and 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 – **Home Office Measure**	⇧
C. Increase the number of Victim Support Unit contacts	⇨

Reach of Protect Events (no. attendees)

Social Media Posts and Impressions

VCU: No. VCOP contacts

PROTECT and Social Media

- **PIPCU** posts focused on a music hacking sentencing and a search warrant executed on Camden High Street.
- **IFED** posted after 10 people pleaded guilty to fraud charges for their roles in a £320,000 'crash for cash' fraud. Also, stories about 'ghost broking' and travel insurance fraud.
- **NLF Ops** teams posted about Op Henhouse 4, romance fraud, courier fraud, and the NFL Hall of Fame ring case.
- **DCPCU** posts covered an impersonation fraud, remote purchase fraud involving phishing, and sentencing of criminals who stole £1 mil by intercepting post and using details to impersonate account holders.

Protect Events

- Teams held **55** events in Q4 a **15% decrease (-10)** from Q4 23/24
- **2,296** people attended these events down **28% (-876)** from Q4 23/24
- Activity peaked in March with **23** events and **1,140** attendees
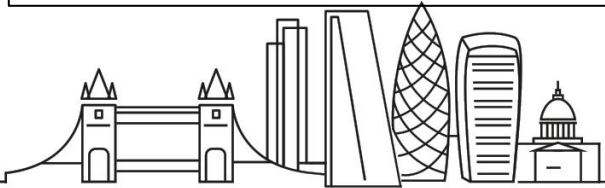
Social Media – HO Measure

- Teams posted **71** messages on social media, in line with Q4 23/24
- The related impressions rose to **403,903**, up **49% (+132,342)** on Q4 23/24 and an annual improvement
- Impressions were particularly high in August due to a press release regarding a retail fraud investigation
- **Home Office target Exceeded**

Victim Care Unit

- VCU was responsible for **4,999** victims in Q4, relating to **28** (+5) investigations.
- A total of **3,740** VCOP updates were issued, down 10% (-410) from Q4 23/24
- There is a difference of just **294** updates when comparing 23/24 to 24/05
- **246** victims received Protect advice
- **142** nuisance calls were blocked in Q4

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:

A. Increase the judicial outcome rate for CoLP – **Home Office Measure**	⇧
B. Decrease CoLP aged outstanding disseminations	⇩
C. Support CoLP teams to engage in intensification efforts – **Home Office Measure**	⇧

### LFOR intensifications – HO Measure

Op Henhouse 4 ran throughout February. As part of the intensification, CoLP officers executed 32 warrants, made 42 arrests, and conducted 19 voluntary interviews.

PIPCU executed 4 search warrants and arrested 4 people as part of an operation to tackle counterfeit goods trade on Camden High Street. 6,200 items, worth approximately £2.75 million, were seized.

IFED officers served 10 'cease and desist' notices to tackle 'ghost-brokers'. Search warrants were executed in Manchester for an investigation into fraudulent motor insurance claims with 2 people arrested.

DCPCU reported 22 arrests, 13 warrants executed and seizures over £258,000. The Head of Fraud Prevention and Training delivered educational sessions at banks, training staff and customers on fraud prevention techniques.

Home Office target met

Judicial Outcomes Recorded by CoLP

CoLP Aged Outstanding Disseminations - Total 1,152
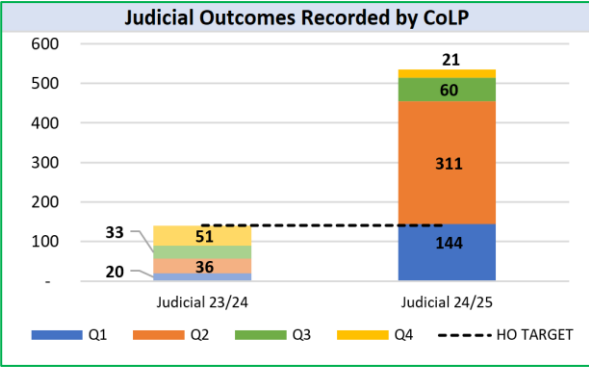
Judicial Outcomes – HO Measure
- In Q4 CoLP teams recorded **21** judicial outcomes
- Down **59% (-30)** from Q4 23/24, but the outcomes over the year exceeded 23/24 by **283% (+396)**.
- **2,165** no further action outcomes were also recorded, contributing to the fall in Aged Outstanding Disseminations
- **Home Office target Exceeded**
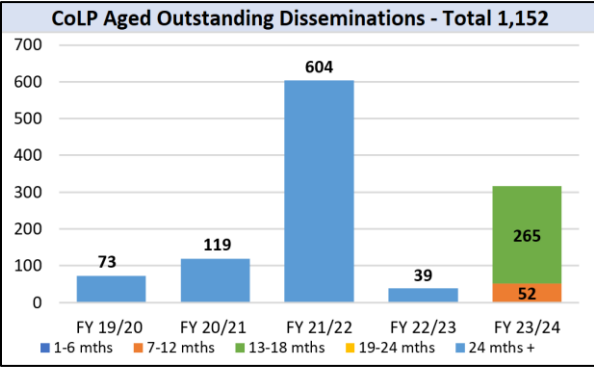
Outstanding Disseminations
- At the end of Q4 **1,152** disseminations from 19/20 to 23/24 were with CoLP teams awaiting outcomes.
- This is down **56% (-1,476)** from the end of the previous quarter showing ongoing improvement

Judicial Outcomes

A national target of 6,000 judicial outcomes was set for 24/25, and this has been exceeded by 33% (1,969) with 7,969 outcomes reported. This is due to a combination of factors such as large cases being finalised during the period, and the continued targeted engagement from the NCO which has been instrumental in reducing outstanding disseminations.

CoLP teams also contributed to reductions in aged outstanding disseminations, logging 2,165 non-judicial outcomes in Q4 alone.

59% of the 24/25 judicial outcomes recorded by CoLP are from two large NLF investigations with 105 outcomes in Q1 and 209 in Q2.

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:

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

NFIB Disseminations to CoLP

Vulnerable Person Alerts sent within 7 days
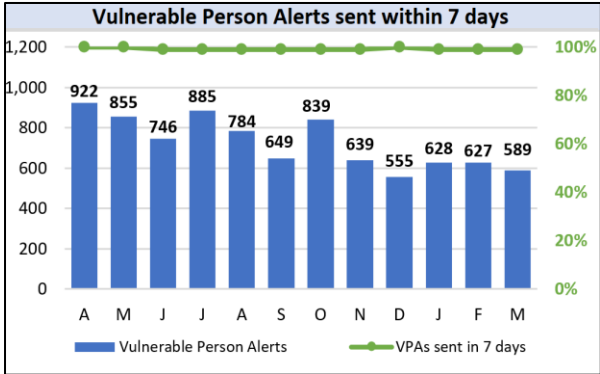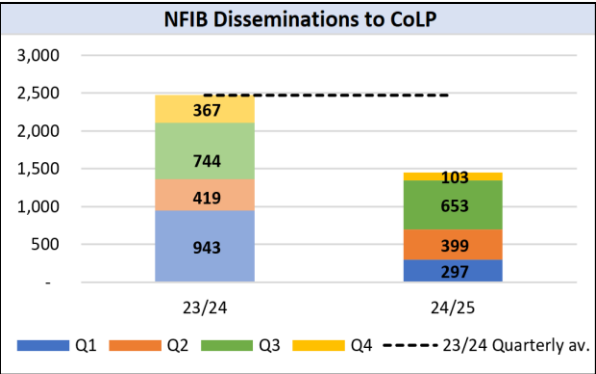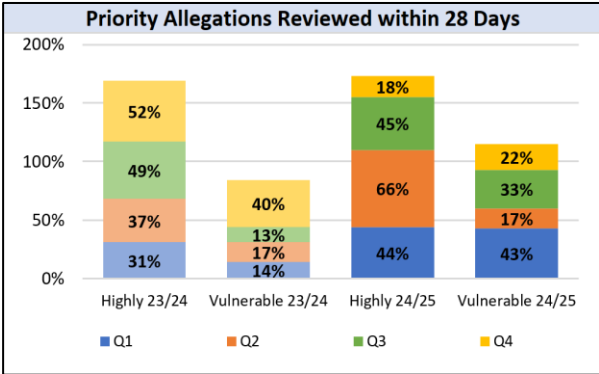
National Fraud Intelligence Bureau (NFIB)

In Q4 NFIB undertook implementation of a new platform alongside their existing technology. A team of 5 was abstracted from core business to prepare for delivery of the new service. 22 coaches are trained in the new platform and have required time to acclimatise so that they can cascade coaching. We trained 70 people to use the new service in Q4, removing them from business as usual.

We anticipate this reduction in performance to continue into the new year as we continue to transition to the new service.

There have also been issues with the current service resulting in downtime and latency problems, delaying ingests and processing.

In Q1 and Q2 NFIB supported MPS investigation Stargrew, disseminating 20k allegations and affecting business as usual.

Priority Allegations

- NFIB teams reviewed:
- **18%** of allegations that are highly likely to be solved
- **29%** of 'likely to be solved' with a vulnerability element
- In both cases, a drop from the 23/24 Q4 peaks, but both measures show a year-on-year improvement

Disseminations to CoLP

- NFIB sent **103** disseminations to CoLP teams in Q4
- This was down **72% (-264)** on Q4 23/24 and the total for the year is also down **41% (-1,021)** due to abstractions as the new platform is introduced.
- In the same period all NFIB disseminations fell by **46% (-12,635)** from Q4 23/24 for the same reasons
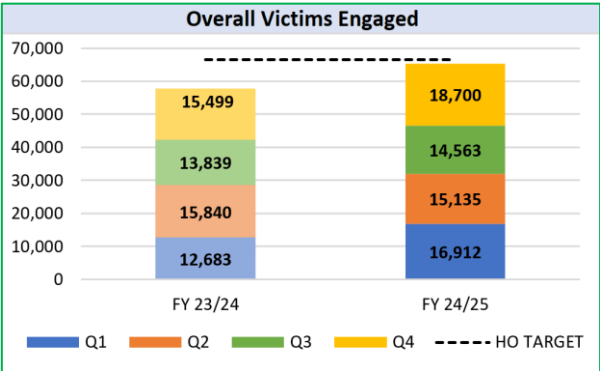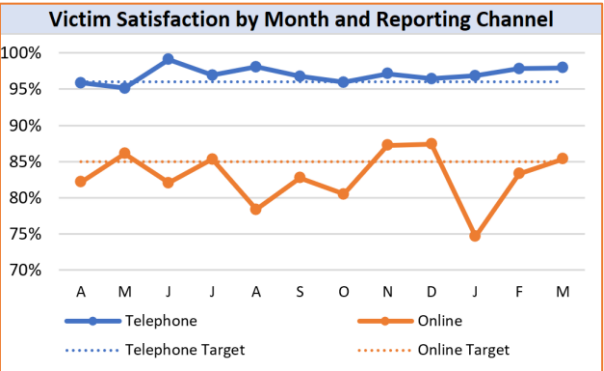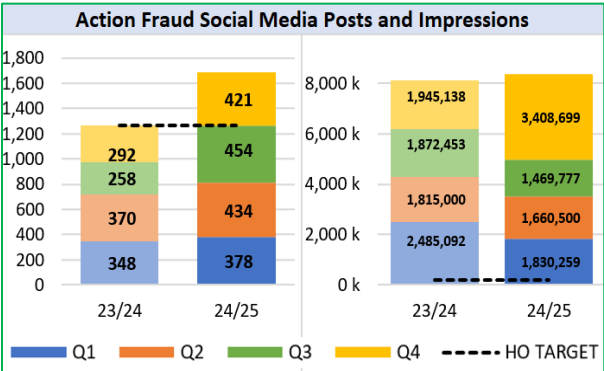
Vulnerable Person Alerts

- NFIB sent **1,844** vulnerable person alerts to forces in Q4
- This is a decrease of **44% (-1,444)** alerts from Q3 23/24
- Consistently, **99%** of these were sent within the 7-day target timescale
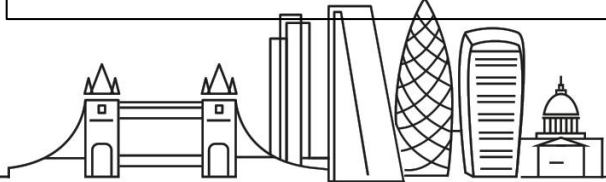
We will improve the policing response to fraud.
Fraud and Cyber Reporting and Analysis Service (FCCRAS) objectives will be added when the system launches.

Success Measures:

A.	Increase the number of Action Fraud social media posts and impressions – **Home Office Measure**	⇧
B.	Maintain the percentage of survey respondents who are satisfied with the Action Fraud reporting service – **Home Office Measure**	⇨
C.	Increase number of fraud victims who receive protect advice (NECVCU engagement) – **Home Office Measure**	⇧

Action Fraud Social Media Posts and Impressions

Victim Satisfaction by Month and Reporting Channel

Overall Victims Engaged

Social Media – Holiday fraud campaign and 'Stop Think Fraud' phase 2 launched. Meta supported launch of social media and hacking campaign. FCCRAS Service and Delivery Director updated on new service in an industry webinar, hosted by The Pensions Regulator.

Action Fraud - The current online reporting tool uses legacy software that cannot be developed so reporting often falls below the 85% target. A new reporting tool, designed to improve reporting mechanisms, will launch in 2025. It is envisaged this will bring online satisfaction in line with voice satisfaction.

NECVCU – The team achieved an overall 12.9% increase in engagement with victims as a result of investment in process changes in the previous quarters, and following implementation of these plans at the beginning of Q4.

Action Fraud Social Media – HO Measure
- AF made **421** posts in Q4, up **44% (+129)** from Q4 23/24 and continuing improvement from previous year
- The related impressions for these posts totalled **3,408,699** an increase of **75% (+1,463,561)** from the previous year bringing the annual total above 23/24
- **Home Office target Exceeded**

Action Fraud Satisfaction – HO Measure
- Contact Centre satisfaction was at **98%** in Q4, 3% higher than the 95% target
- Online reporting fell to **81%**, due to a dip in January finishing the year at 83%
- Of the overall links delivered in Q4 just **1.2%** provided satisfaction feedback
- Call abandonment was at 35%, the lowest quarter in 2024/25
- **Overall, 6% below Home Office Target**

NECVCU Victim Contacts – HO Measure
- NECVCU engaged **18,700** victims, peaking in March at 6,496 contacts and coming in at only 1,000 below the Home Office stretch target for 24/25
- **£645,669** of funds were recovered, up **75% (+£270,669)** from the HO target
- **0.40%** repeat victims (meets HO target)
- **79%** of victims felt confident online after engagement (meets HO target)
- **Home Office engagement target met**

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

Protect People and Businesses

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:

A. To increase delegate training levels in the Economic and Cyber Crime Academy (ECCA).	⇨
B. Deliver objectives against National Workforce Strategy.	⇧
C. National Coordinator's Office to complete visits to all ROCUs – **Home Office Measure**	⇧

Workforce Strategy

There are nine workstreams delivering the recommendations from PwC, as highlighted in their reports and the National People Strategy for Fraud, Economic and Cybercrime. Each has a CoLP volunteer lead and support team and are at varying states of maturity.

The **Career Pathways** workstream is closely engaged with the Home Office-led Economic Crime Profession working group, mapping roles across partner organisations to enable direct comparison and career moves. The workstream secured funding from 23/24 ARIS underspend to produce career roles/dept spotlight videos.

FIO Student Placements: cohort 2 recruitment is almost complete for 13 students to join four ROCUs, MPS and CoLP in October 2025.

Academy Delegates

	23/24	24/25
Q4	503	370
Q3	207	209
Q2	129	170
Q1	272	239
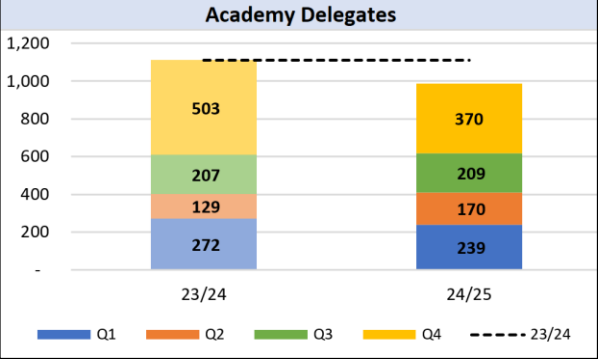
Academy

- In Q4 the ECCA held **31** courses, down **22.5% (-9)** from Q4 23/24
- Classroom delegate numbers also fell, down **26% (-133)** to **370** from 23/24
- Satisfaction at **94%** was equal to the score in Q4 23/24, recovering from a poor Q3
- Crypto training delegates continued to rise with **749** in Q4, compared to a total of 72 for the whole of 23/24.

ECPHQ Activity

- The **Prime Minister** visited CoLP after the announcement of a new sanction regime. The PM listened to case studies about investment in crypto and attended a round table discussion.
- **Matt Vickers MP**, shadow minster for Crime, Policing and Fire visited CoLP and received inputs on the fraud landscape, LFOR, FCCRAS and Cyber & Crypto.
- Lucy Rigby, **Solicitor General** visited CoLP and met the P&D team and NECVCU. She was given inputs on Report Fraud, Domestic Corruption and Cyber Innovation.
- CoLP colleagues attended the **Counter Fraud Conference**, the UK's leading public sector counter fraud event.
- Deputy Commissioner Nik Adams, the strategic engagement team and NLF colleagues attended the **Global Anti Scam Summit** in London.

Regional Visits – Home Office Measure

In Q4 the remaining **Regional visits were completed**, meaning that all nine regions have been subject to assessment regarding economic crime and cyber capabilities.

The NCO are compiling reports for each region, following which an overarching document, for wider sharing, will be compiled outlining key findings.

In addition to areas of good practice that can be shared there are areas of business where we have identified issues that are effectively undermining the reporting of accurate performance. We have already started to reconcile these matters through our ongoing work, both internally and through key stakeholders.

Home Office measure ongoing