National Lead Force
City of London Police Performance Report

Q1: April – June 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:	Q4	Q1
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

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

Improve outcomes for victims.

Proactively pursue offenders.

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.

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

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.
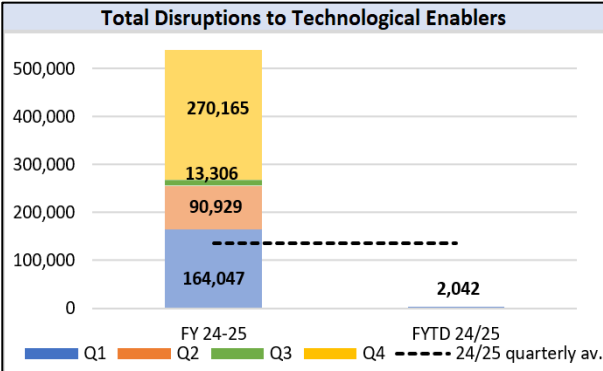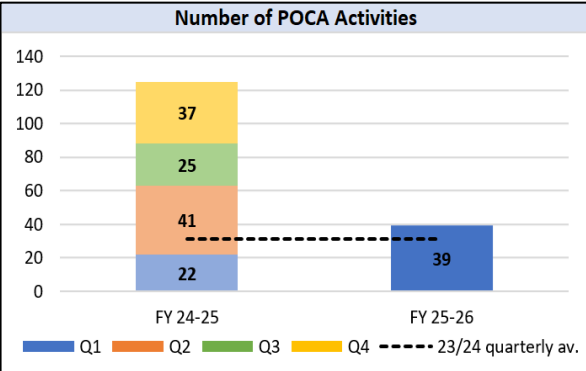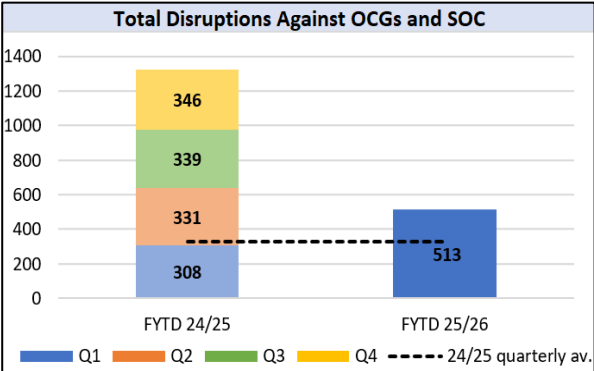
Henhouse 4 was supported across CoLP operational teams, activity included :-
• Activity targeting Camden Market resulting in a seizure of items worth £2.75M.
• 42 arrests, arising from 32 warrants.
• IFED targeted ghost brokers with cease and desist notices.
• DCPCU seized over £285,000 and made 22 arrests.
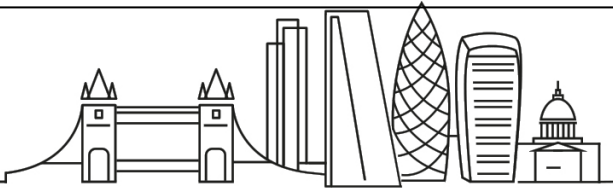
National Lead Force Fraud Operations: Includes National Fraud Squad Teams and Funded Units

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:

A. Increase the number of disruptions against fraud organised crime groups (OCG) 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 24/25: Q1 308, Q2 331, Q3 339, Q4 346; FYTD 25/26: 513; 24/25 quarterly av.

Number of POCA Activities — FY 24-25: Q1 22, Q2 41, Q3 25, Q4 37; FY 25-26: 39; 23/24 quarterly av.

Total Disruptions to Technological Enablers — FY 24/25: Q1 164,047, Q2 90,929, Q3 13,306, Q4 270,165; FYTD 24/25: 2,042; 24/25 quarterly av.

OCG Disruptions

- Teams are investigating **73** OCGS (+1)
- In Q1 teams recorded against OCGs:
- **4 major** disruptions (-1 to 24/25 Q1)
- **21** moderate (-6 on 24/25 Q1)
- **33** minor disruptions (+28 on 24/25 Q1)
- **458** disruptions against other threats is a **+69% (+187)** increase on Q1 24/25
- Total disruptions against OCGs and SOC are up **67% (+205)** from Q1 24/25 and 55% against the quarterly average from that year

Financial Disruptions

- In Q1 25/26 Fraud Teams reported **39** POCA activities up **77% (+17)** from Q1 24/25 26% (+8) from the quarterly avg.
- These had a value of **£71,906,102** up **3,240% (+£69,753,794)** from Q1 24/25
- Activities included: **13** confiscations, **6** asset restraining orders, **17** cash detentions and **3** cash forfeitures
- **13** victims were awarded a share of **£64,827,102** in compensation

Technological Disruptions

In Q1 Fraud teams reported:

- **218** disruptions to websites
- **1,820** to cards and bank accounts
- **4** to social media accounts
- **99% (-162,005)** decrease on total disruptions compared to Q1 24/25

Technological Disruptions

The 24/25 figures were particularly high due to 3 extraordinary cases where **DCPCU** recovered large volumes of bank account data for disruption. Overall, there is a downwards trend for these disruptions in the last 5 years.

OCG Disruptions

DCPCU led an investigation leading to a joint sentence of over 5 years, and over £100k in cryptocurrency seized. 2 suspects conspired to spam victims and obtain their banking data, one training the other during Covid.

IFED led a nationwide period of action against 'ghost-brokers'. Targeted operations resulted in arrests of individuals believed to be key players in an OCG selling fraudulent insurance policies & laundering illicit profits.
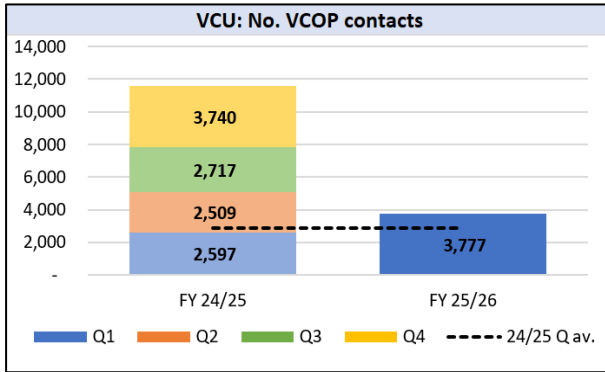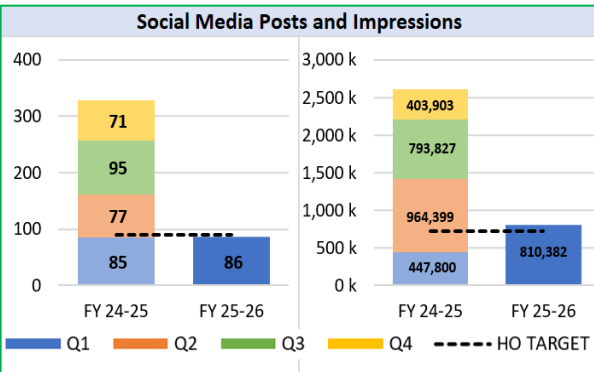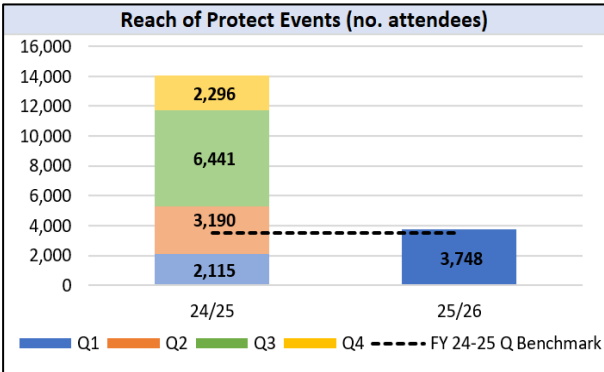
Financial Disruptions

PIPCU officers executed a warrant to seize counterfeit goods in Camden. They identified a suspect as a key part of an OCG, a bank account with over £40,000 was found and an urgent asset freezing order was obtained to stop loss.

ART/Fraud Ops secured a £64m confiscation order for a man found guilty of fraud by false representation, fraudulent trading & money laundering. They were absent having absconded & received 14 yrs imprisonment.

The 5-year trends for these disruption types suggest the increases will be sustained in Q2.

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 Care Unit contacts	⇧

Reach of Protect Events (no. attendees)

Legend: Q1, Q2, Q3, Q4, FY 24-25 Q Benchmark

Values: 2,296; 6,441; 3,190; 2,115; 3,748; 24/25; 25/26

Social Media Posts and Impressions

Legend: Q1, Q2, Q3, Q4, HO TARGET

Values: 71; 95; 77; 85; 86; FY 24-25; FY 25-26

403,903; 793,827; 964,399; 447,800; 810,382; FY 24-25; FY 25-26

VCU: No. VCOP contacts

Legend: Q1, Q2, Q3, Q4, 24/25 Q av.

Values: 3,740; 2,717; 2,509; 2,597; 3,777; FY 24/25; FY 25/26

Protect Events
- Teams held **54** events in Q1 a **17% increase (+8)** from Q1 24/25
- **3,748** people attended these events up **77% (+1,633)** from Q1 24/25
- Activity peaked in May with **21** events and **2,623** attendees

Protect Events
In May **DCPCU** hosted 2 events for HSBC Business Banking with 541 and 318 attendees. The title of the sessions was 'Your Business Security, Wellbeing and Resilience' . 95% of attendees stated it was useful or very useful with good feedback.

Social Media – HO Measure
- Teams posted **86** messages on social media, in line with Q1 24/25
- The related impressions rose to **810,382**, up **81% (+362,582)** on Q1 24/25 and an annual improvement
- Impressions were particularly high in April and June
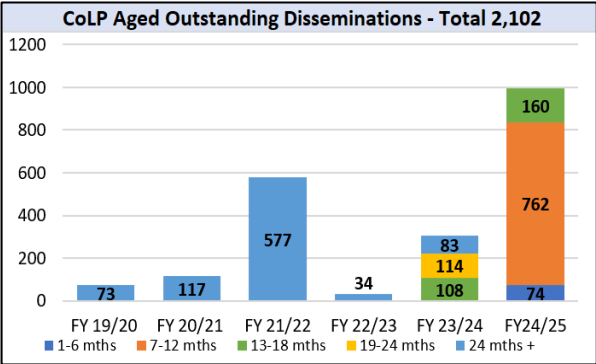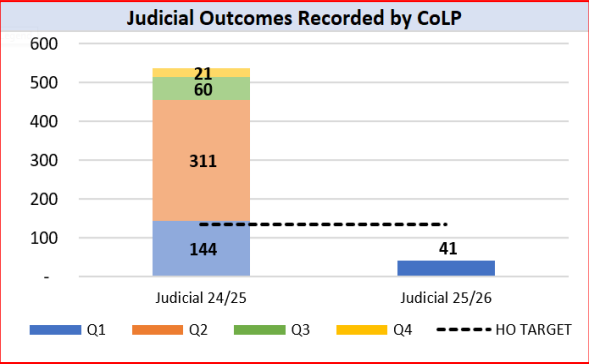- **Home Office target Exceeded**

Victim Care Unit
- VCU was responsible for **5,590** victims in Q1 up **23% (+1,034)** victims since Q1 24/25 & relating to **26** (-2) investigations
- A total of **3,777** VCOP updates were issued, up **45% (+1,180)** from Q1 24/25
- **475** victims received Protect advice up 93% (+229) from Q1 24/25

Victim Care Unit
The number of cases and victims covered by VCU has risen over the last year, thus giving a rise in VCOP contacts. Additionally in June, VCU sent additional prevention advice on behalf of Leicestershire Police.

Social Media
- **PIPCU** worked with Intellectual Property Office and British Phonographic Industry to publish a collaborative Instagram post on Record Store Day, raising awareness of counterfeit vinyl, and including results of a PIPCU search warrant in 2024.
- **IFED** posts focused on their 'ghost broking' intensification and included a video about insurance fraud.
- **NLF Ops** teams posted about their romance fraud campaign which included 'digiboards' around the City.
- **DCPCU** had great results from a post regarding arrest of a suspect who was using an SMS blaster, which achieved a 20% engagement rate.

- Upcoming in Q2: campaign from IFED about travel insurance to fit in with school holidays and one from NLF educating about courier fraud ahead of a NECC led intensification in October.

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:

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**	⇧

Judicial Outcomes Recorded by CoLP

Q1 • Q2 • Q3 • Q4 • ---- HO TARGET

CoLP Aged Outstanding Disseminations - Total 2,102

1-6 mths • 7-12 mths • 13-18 mths • 19-24 mths • 24 mths +

Judicial Outcomes – HO Measure
- In Q1 CoLP teams recorded **41** judicial outcomes
- Down **72% (-103)** from Q1 24/25, but up on the previous quarter by **95% (+20)**
- **103** no further action outcomes were also recorded, contributing to the fall in Aged Outstanding Disseminations
- The judicial outcome rate (positive outcomes divided by all outcomes) was **0.28** for Q1, down **0.61% (0.43)**
- **Below Home Office target**

Outstanding Disseminations
- At the end of Q1 **2,102** disseminations from 19/20 to 24/25 were with CoLP teams awaiting outcomes.
- This is down **3% (-71)** from the beginning of the quarter showing ongoing improvement

Judicial Outcomes
In Q1 25/26 the national yield of judicial outcomes continued to increase to 2,341, up 22% (+427) on the previous year's Q1 (1,914). This is a record start to a year.

Total CoLP judicial outcomes across all units remain flat with approximately 20-30 returns a month. However, within the pipeline are three investigations into investment frauds with a combined total of at least 1,200 plus victims. These are expected to come to a conclusion in 1-2 years.

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.

Total outcomes reported in a period can relate to disseminations from any time. The volume of outcomes fluctuates throughout the year as cases with varying numbers of crimes attached are completed.

LFOR intensifications – HO Measure
Op Barton was a NECC led intensification focused on venues that knowingly launder funds from Payment Diversion Fraud. This fraud involves criminals impersonating others, creating or amending invoices to divert payments to their own bank accounts

CoLP Fraud Targeting Cell Created the methodology to identify premises. They created the intelligence reports that went out to multi-agency partners and 48 which went out to forces. All intelligence was received by the team for further opportunities for disruption and production of Results Analysis.

LFOR PECT Coordination liaised with the NECC and promoted the intensification. They disseminated the packages to each region.

CoLP FTC and LFOR PECT Coordination identified National and local contacts for partners briefing and buy-in. They ran debriefs with partners and PECTs to identify what went well and future improvements.

London PECT visited 10 premises and enabled the partners to conduct their actions.

Home Office target met

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:

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

Priority Allegations Reviewed within 28 Days

NFIB Disseminations to CoLP

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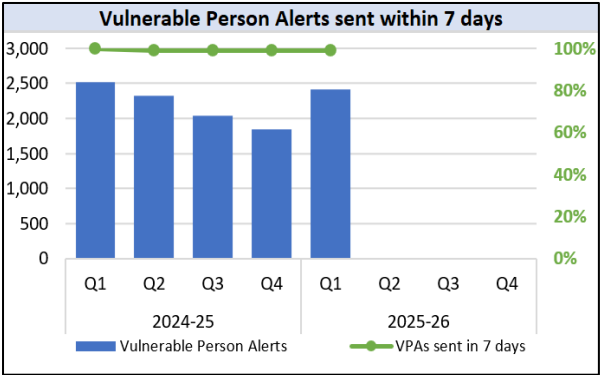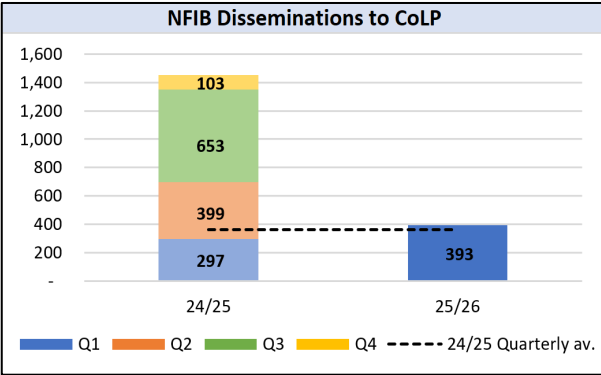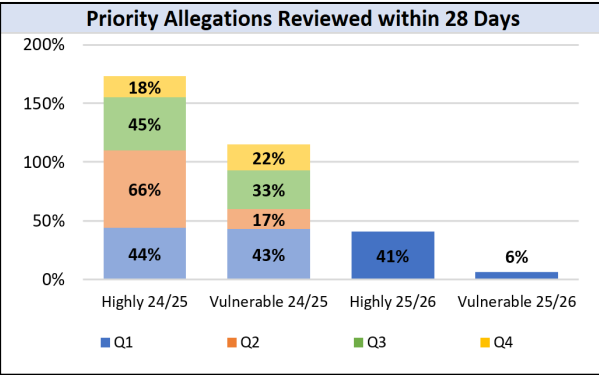
National Fraud Intelligence Bureau (NFIB)

In Q1 performance continued to be affected by the transition to the new operating system, as a team of 5 remained abstracted from core business to continue to support FCCRAS delivery. Testing of the system also impacts BAU capability with this set to increase into Q2.

Service issues continue, resulting in downtime and latency problems; delaying ingests and processing. We anticipate this reduction in performance to continue into the new year as we continue to transition to the new service.

NFIB moved to an omni-competence model in Q1, evolving into the new target operation model (TOM) of six teams led by Senior Crime Reviewers and one Serious Organised Crime team led by a DS.

Additionally, cyber investigations have been developed to utilise the Solvability model.

Priority Allegations

- In Q1 25/26 NFIB teams reviewed:
- **41%** of allegations that are highly likely to be solved down **3%** From Q1 24/25
- **6%** of allegations deemed 'likely to be solved' that also include a vulnerability element were reviewed, down **37%** from Q1 24/25

Disseminations to CoLP

- NFIB sent **393** disseminations to CoLP teams in Q1
- This was up **32% (+96)** on Q1 24/25 and **282% (+290)** on the previous quarter
- Nationally, 24/25 Q1 totals were inflated due to support of an MPS led operation when over 20k allegations were disseminated. Disseminations at a national level are closer to the 24/25 quarterly average if this is adjusted for

Vulnerable Person Alerts

- NFIB sent **2,421** vulnerable person alerts to forces in Q1
- This is a decrease of **4% (-102)** alerts from Q1 24/25
- Consistently, **99%** of these were sent within the 7-day target timescale showing victim care

Vulnerable Person Alerts

Victim Services have taken responsibility for the Risky Word process (Vulnerable Person Alert - VPA) to identify victims potentially in need of safeguarding. This will be supported by NFIB until 'Go Live'.

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.

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
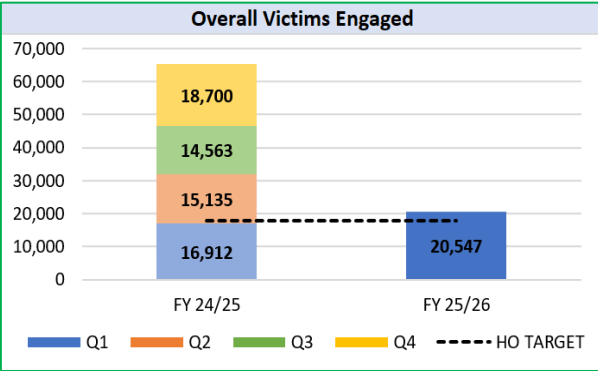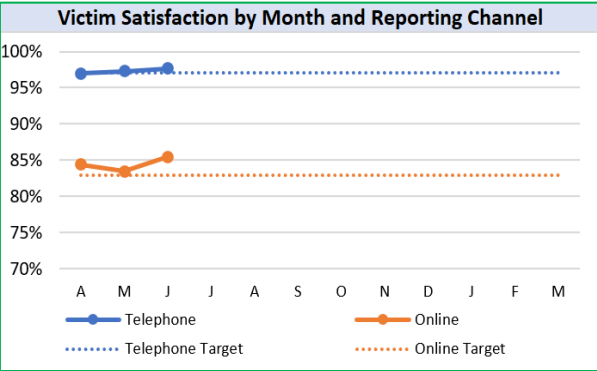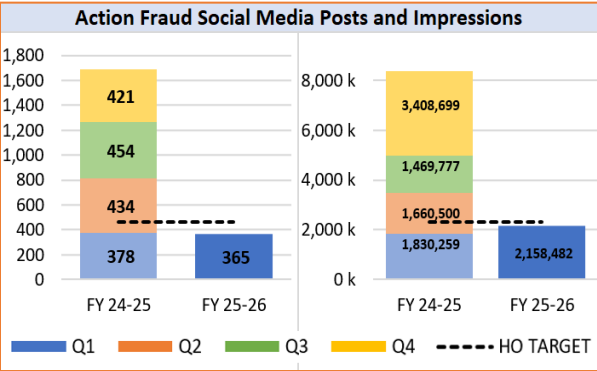
NECVCU

An officer saved a vulnerable 78-year-old victim from losing £10,000 when he informed her of plans to invest in cryptocurrency after seeing a social media advert. She provided support and fraud prevention advice, and to contact his bank to notify them of the incidents to ensure any money provided could be retrieved. She noticed 5 linked recent reports on the company and requested for their website domain to be shut down to prevent any further victims.

Last year NECVCU introduced a new way of monitoring engagement, reviewing volumes of calls answered and unanswered, length of calls etc. Having reviewed this, they decided to set a 3 calls per hour engagement target for the advocates, allowing them to contact more victims in a timely manner. This started to show results from Q4 24/25 and is expected to be maintained.

Action Fraud Social Media – HO Measure
- AF made **365** posts in Q1, down **3% (-13)** from Q1 24/25 and 25% (-99) on the Home Office target
- The related impressions for these posts totalled **2,158,482** an increase of **18% (+328,223)** from the previous year and just 6% below the Home Office target
- **6% below Home Office target**

Action Fraud Satisfaction – HO Measure
- Contact Centre satisfaction was at **97%** in Q1, equalling the Home Office target
- Online reporting rose to **84%**, **1%** higher than the Home Office target of 83%
- Call abandonment was at 18%, and average call waiting time at 2.71 minutes, both improving on 24/25
- **Home Office Target met**
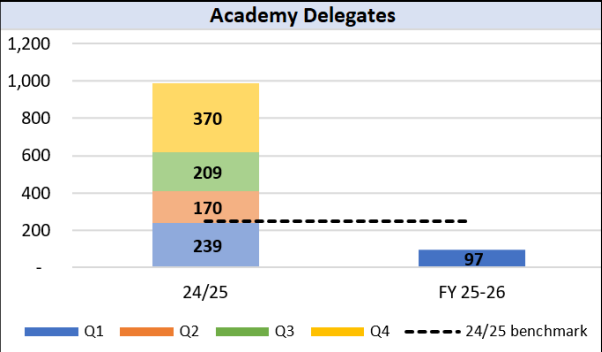
NECVCU Victim Contacts – HO Measure
- NECVCU engaged **20,547** victims, up **21% (+3,635)** from Q1 24/25 and **14% (+2,586)** on the Home Office target
- **0.26%** repeat victims (meets HO target)
- **75%** of victims felt confident online after engagement (meets HO target)
- **Home Office engagement target met**

Action Fraud Social Media – HO Measure
Launched ticket fraud, Hajj fraud and phishing awareness campaigns, and alerts on sextortion emails, and quishing.
Post numbers expected to increase in Q2.

Action Fraud satisfaction – HO Measure
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.

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. Provide forces who are due to be inspected with specific pre-inspection support for delivering against the Fraud pillar within the PEEL framework – **Home Office Measure**	⇧

Academy Delegates

Chart values:
- 24/25: Q1 239, Q2 170, Q3 209, Q4 370
- FY 25-26: 97
- 24/25 benchmark (dashed line)

Academy
- In Q1 the ECCA held **9** courses, down **53% (-10)** from Q1 24/25 and delegates were down **59% (-142)** to **97**
- **91% s**atisfaction was equal to Q1 24/25

Academy
Bookings were down as forces and ROCUs have limited budgets, so the ECCA and College of Policing submitted a paper on the need for ringfenced training budgets. Q2 attendance will be low due to seasonal low attendance in August. The ECCA has bid for £2m to fund training Sept 2025 to March 2027 which will increase courses.

Workforce Strategy
12 workstreams are mapped within the project plan, with leads, roadmaps with action plans, and clear deliverables. These are being prioritised by impact in developing career pathways, attracting critical skills and strengthening public-private partnerships and we hope to have a full implementation plan of the prioritised workstreams in Q2. The first focused **in-person 'Fit for the Future'** event to shape our delivery was held with private partners & representatives from police forces nationally. They discussed and got feedback on the Fraud Investigation Model, and it was well received. The next event will be in Q1 2026.

FIO Student Placements - Cohort 1 consists of two students who completed their placement year and are now working part-time. Cohort 2 are 13 students starting fulltime across the Met, CoLP and 4 ROCUs in September 2025. They will then move to part-time in Sept 2026. Cohort 3 will be (up to) 20 students starting with forces and ROCUs in Sept 2026 on their placement year.

12 **direct entry Economic and Cyber Crime detective** pilot recruits completed training at Police Now Academy, are in-force for rotations, and on target to achieve full operational competence and PIP2 accreditation. A further cohort is planned for March 26 to build evidence a wider rollout.

ECPHQ Activity
- Security Minster Dan Jarvis had inputs on Servator, Domestic Corruption Unit (DCU), Anti-Money Laundering and Asset Recovery (AMLAR) team, demo of the new system, Cyber and O3C.
- Anti-corruption champion Baroness Hodge had input from the DCU and CoLP's role as NLF, FCCRAS and Cyber.
- Expanded fraud strategy workshops (COLP staff, regions and forces) in April.
- Visit to speak to Norwegian Police on Cyber & AI at Ambassador's Residence.
- PAB Chair Tijs Broeke met AMLAR team.
- FCCRAS Information Day 4th June.
- Input to Korean National Police Agency at NCA on CoLP's lead force role
- NLF All Staff Engagement Day.
- Policing Minister visit included discussion on Cyber Security.
- Lord David Hanson, Minister for Fraud, visit and Foundry Demo on 26th June.

PEEL Support – Home Office Measure
In Q1, in preparation for the HMICFRS fraud PEEL inspections, the NCO team have visited / hosted three forces, Dyfed-Powys, Wiltshire and Essex.

They will be visiting two further forces imminently (Norfolk and Bedfordshire) and are in the process of arranging a further three visits (West Mercia, Staffordshire and Merseyside).

Home Office measure ongoing