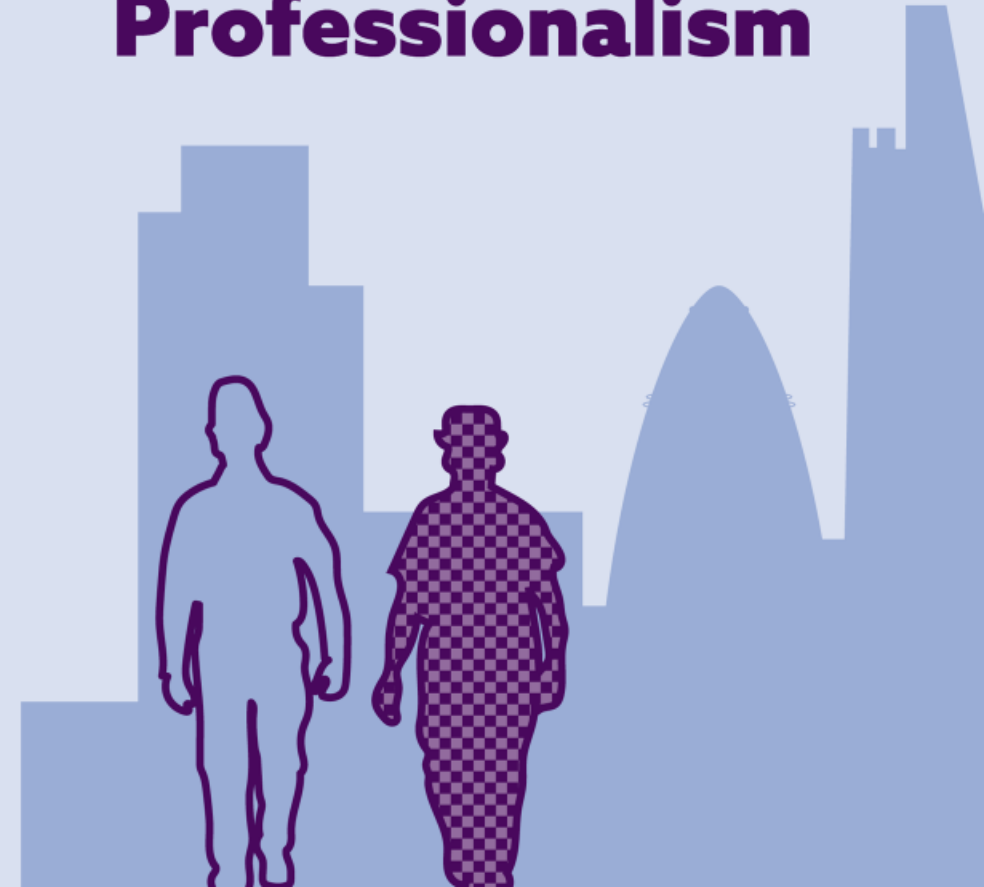




# Policing Plan Performance

Quarter 1 2025/26

**Integrity**  
**Compassion**  
**Professionalism**



**Put victims at the heart of  
everything we do**



# Implement victim-focussed commitments from our fraud, economic and cyber crime strategy

## Reduce number of repeat victims of fraud

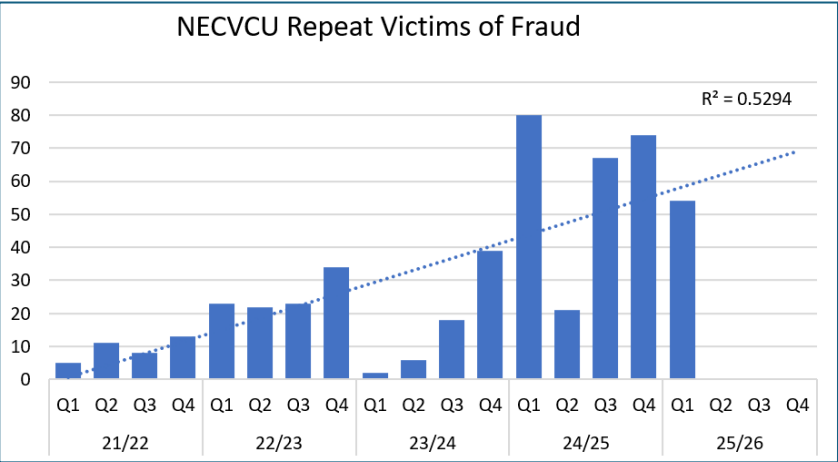
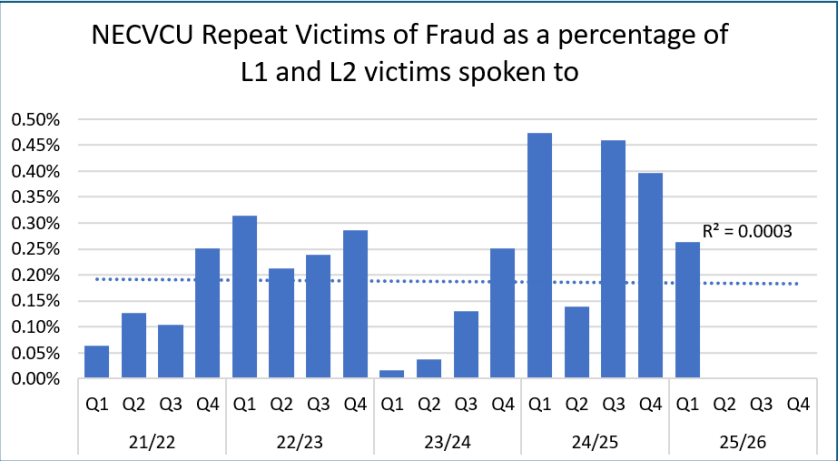
The **National Economic Crime Victim Care Unit (NECVCU)** supports forces at a local level, delivering care to victims of fraud and cyber-crime, allowing for a consistent and national standard of care and support. The **Level 1** service gives Protect/Prevent advice to non-vulnerable victims of fraud. 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.

The definition of a repeat victim is “a second or subsequent report by a victim of fraud who has had previous contact with NECVCU within a rolling 12-month period”.

The graph showing the number of repeat victims demonstrates an upwards trend with the volume of these victims rising steadily. However, the graph showing repeat victims as a percentage of victims contacted by telephone has a much more consistent trend of around 0.2%.

In 2023/24 NECVCU received additional funding and more staff in order for them to increase the number of forces supported by the service. The NECVCU now supports **43** forces in England and Wales at level 1 and provides **38** forces with an additional service at level 2 (formerly 6 forces), with talks to onboard more in the future.

The impact of supporting a greater volume of victims is a related increase in repeat victims. However, this has stayed consistently at an average of 0.2% and never exceeded 80 victims or 0.5% in a quarter.



## Response

The numerical increase in repeat victims correlates with the increased numbers of victims supported by NECVCU following the expansion but still remains below 1% of victims supported by the Level 2 service, which demonstrates consistent impact in this area.

**Internal process improvement** - In October last year NECVCU introduced a new way of monitoring engagement, which has allowed them to contact more victims in a timely manner. This started to show results in terms of engagement from the beginning of this year.

**Victims feel safer** – A victim survey has been launched, measuring whether victims feel safer and more confident after contact with an Advocate. Results from Q1 2025/26 show that 75% of respondents felt more confident following contact with the level 2 service, 72% felt safer, and an overall 96% were satisfied with the service provided. Response levels to the survey have been low at 2% but are expected to rise as the process is embedded.

**Improve the national policing  
response to fraud, economic  
and cyber crime**



# Protect people and businesses from economic and cyber crime

**Percentage of PROTECT engagement event attendees (organisations and public) likely to change their behaviours as a result of the event.**

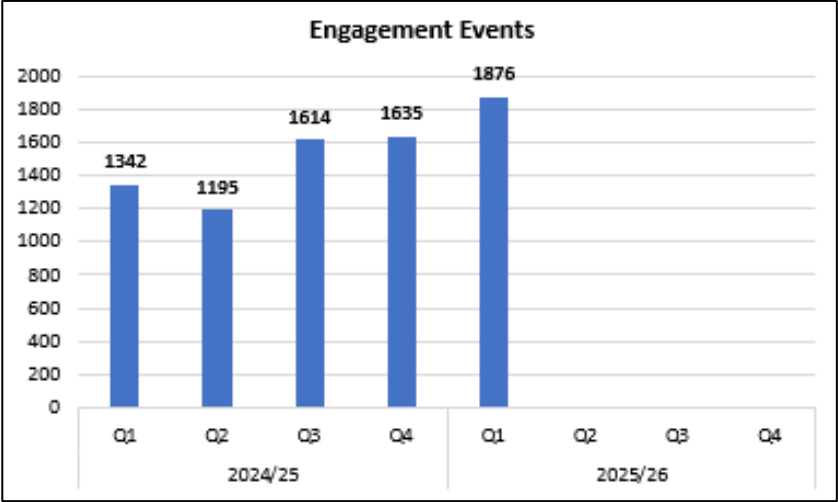
1,876 engagement events were recorded under the fraud and cyber protect response type this quarter. This is a 40% increase(+534) in comparison to Q1 24/25 and a 15% increase on Q4 24/25 (+ 241)

Fraud protect engagement events are reporting 30% (+430) over the quarterly benchmark for this year.

The increase in attendees to events has not been as significant as the increase for the volume of events with a 9% increase in volume of attendees in comparison to Q1 24/25. Attendees are asked to report on their satisfaction with the engagement event as well as their likeliness to change behaviours.

This quarter 98% (573) of attendees were either very satisfied or satisfied with the event. Additionally 66% (385 responses) were likely to change their behaviour as a direct result of the event and 98% were likely to undertake that behaviour or already be behaving in that way following the engagement. The figures show a very positive response towards audience behaviour change for Q1.

The valuable work the National protect network does reflects in the overall figure of over 99% of audience members stated the engagement/event had improved their knowledge of different types of Fraud and Scams.



**Response**

The fraud protect surveys continue to be adopted by the national Fraud Protect Network during their presentations, events and interactions with citizens and businesses across the country. The National Lead for Protect and the Home Office have emphasised to the Regional Coordinators how important they are. Staff consistently receive high praise from attendees for the quality of information shared, and their delivery.

There are several key activities for next period such as:

- Ticket fraud social media messaging which will run from June to August 2025
- Travel insurance fraud social media messaging which will run in July and August
- Holiday fraud social media messaging which will run from 14th July – 18th July
- Op Serenno, a joint CoLP and MPS National Protect Intensification investigating courier fraud which will run from 7th – 11th July
- Student safety messaging which will run in August
- Courier fraud campaign alongside social media highlights of Op Dupers which will run from 1st September – 5th September
- Pension fraud campaign to coincide with pension awareness day which will run from 9th September – 12th September



# Status of the Fraud and Cyber Crime Reporting and Analysis Service programme

## Assessment of the status of the Fraud and Cyber Crime Reporting and Analysis Service (FCCRAS) programme

### Overview:

The City of London Police, through the FCCRAS programme, is delivering the replacement service for the underperforming Action Fraud; a critical component of the Fraud Strategy. The new service will deliver much-enhanced reporting and analytical services which align with the strategic aims of HMG's Fraud Strategy (cutting fraud) and the National Cyber Strategy (building resilience).

### Programme Deliverables:

FCCRAS will deliver a new national reporting service that offers improved reporting tools and support services for victims, better intelligence to policing for investigations, and allows for greater prevention and disruption at scale.

### Key Delivery Dates:

Following approval of a revised business case including funding and new detailed implementation plan, the programme is working to the following timeline for implementation of the new service:

- Public Beta: 03 November 2025
- Full-Service Go Live: 05 December 2025
- Campaign Launch: January 2025

CoLP and PwC, the FCCRAS delivery partner, opted to pivot to a phased go-live, in line with the original November 2024 target date, to release the crime and intelligence platform in stages. Interim Release 1 of the system was achieved on 29<sup>th</sup> November 2024 and Interim Release 2 launched on 28<sup>th</sup> March 2025. This involved the training of CoLP employees, to enable them to utilise the functionality of the new platform in their daily tasks. At present the total number of users is 114, highlighting a major step forward in modernising how our National Lead Force tackles fraud. This has also allowed the service team to monitor the platform operations and proactively respond to any bugs, identify future improvement configurations, increase confidence in full-service delivery by de-risking a 'big bang' cutover approach, and begin to realise the benefits of the new service.

### Delivery Status:

The FCCRAS programme is currently reporting as 'AMBER'. This is due to the programme now having an approved plan with a new delivery partner for the Lot 1 component of the programme, the CRM, Website and Online Reporting Tool, Contact Centre and Victim Management, which has significantly reduced critical issues and stabilised the programme status and delivery.

The FCCRAS programme continues to deliver across 16 projects (17 with the addition of Police Scotland), and related business transformation activities.



# Assessment of national fraud intensifications and intelligence led operations.

## Results of national fraud intensifications and intelligence led operations

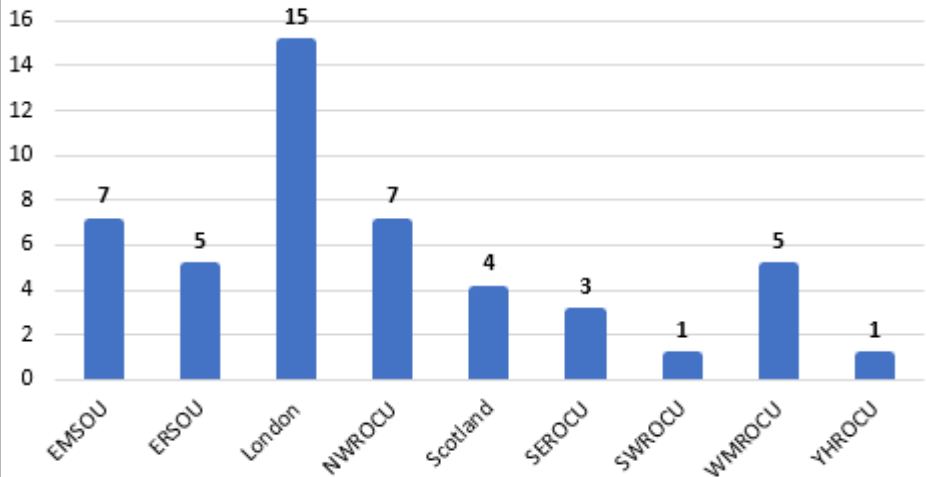
Op Barton ran throughout May. This is a national, multi-agency initiative led by the National Economic Crime Centre (NECC) focusing on targeting venues complicit in laundering funds obtained from Payment Diversion Fraud.

Full results of the operation are still being collated however, the initial view of the activity reports 36 premises were visited, with 81 actions taken by policing and partner agencies, including 25 actions by HMRC, 12 Policing Cease and Desists and 7 Immigration Arrests.

Details were obtained for 29 POS terminals for further disruption through Visa and Mastercard (this is in addition to the 81 actions which have already taken place). Trading Standards, DWP, Food Standards, Environmental Heath, Fire Service and Local Authorities all had positive results as well as part of the activity.

Debriefs have taken place with the PECTs and national partners to identify what went well and improvements for any future activity.

Intelligence Development Team - Proactive Packages disseminated



## Response

Debriefs for Op Barton have taken place with the PECTs and national partners to identify what went well and improvements for any future activity.

Many of the partner agencies are conducting follow up investigations, or took items/data away to examine, and from that will decide what, if any action will be taken. There will be more disruption activity to follow.

A full results analysis is being completed by the end of July 2025.



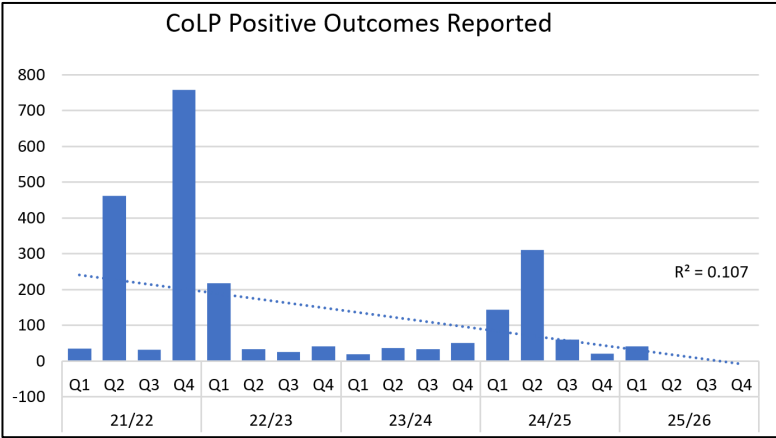
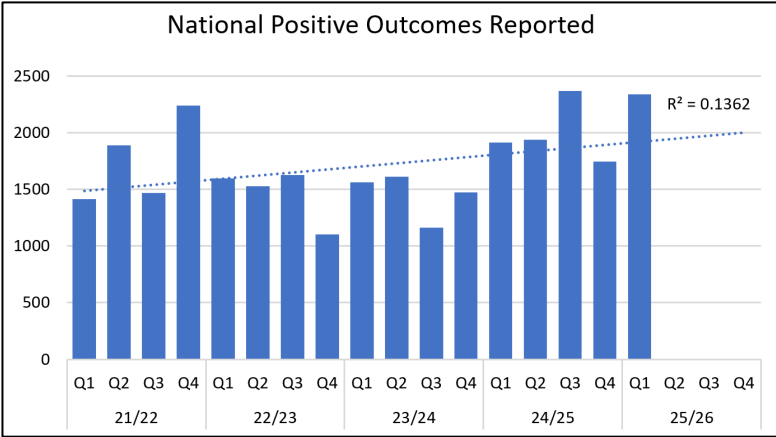
# Increase judicial outcomes for reported fraud and cyber crime nationally and locally

**Increase judicial outcomes for reported fraud and cyber crime nationally and locally**

A national target is currently being set for the financial year 25/26. In 24/25 we achieved 7,966 positive 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.

2,341 Judicial outcomes is an extremely robust start to the year. This figure is in part due to strong monthly returns from many forces, in combination with large returns from two forces; a Ponzi scheme and a large return for an Abuse of Position Fraud from one, and a Retail Fraud from the other. These totalled more than 350 outcomes from each of these forces in one month. It is these large one-off yields from forces that can push national annual judicial outcomes from circa 6k to 8k per annum.

Total CoLP judicial outcomes across all units remain flat with circa 20-30 returns a month. However, within the pipeline are a number of investigations with a combined total of 1,200 plus victims.



**Response**

The National Coordinator's Office (NCO) have continued working with forces, encouraging them to reduce their aged disseminations. Forces have responded to this work and in turn this has contributed to boosting the national judicial outcome rate.

The NCO is also preparing to support forces in relation to the upcoming Peel inspection.

During the previous financial year, all nine regions were subject to assessment with regards their economic crime and cyber capabilities. The NCO are currently compiling reports for each region which will be shared individually, following which an overarching document for wider sharing will be compiled, outlining the key findings.

Within CoLP, there are three investment frauds which are young and at a pre-charge stage, but all hold significant volumes of victims.

*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. 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.*

