

# National Lead Force City of London Police Performance Report

FQ2: July – September 2025



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

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# 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 <b>key cross cutting enabling commitments</b> that City of London Police is seeking to achieve:	FYTD Performance	Data Trend
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



There have been significant number of outcomes for victims this quarter due to one investment fraud investigation successfully charging a number of suspects. This has been a significant investigation for one of COLP's National Fraud Operations Teams.

The nature of COLPS investigations mean these significant investigations do have an impact on the fluctuation of outcome rate for COLP. Judicial Outcome Rate for CoLP now remains significantly above the national average of (19%).

The Victim Care Unit, in addition to increasing the victims contacted as part of ongoing investigations are also improving how they offer protect advice to the victims they engage with and have begun seeking feedback on how useful that advice and the overall service has been for victims.

CoLP has not met its target relation to training of fraud investigators in Q1 and Q2, however work is ongoing to increase delegates by increasing accessibility of courses to colleagues who cannot attend a venue in person.



NLF continued to disrupt serious and organised fraud and cyber offending this quarter with significant disruptions to Organised Crime Groups (OCGs), through the apprehension and conviction of suspects as well as the successful restriction of their assets.

The use of financial investigation powers against offenders has also increased this quarter – this is a positive way to disrupt offending whilst criminal investigations continue and can lead, as they did this quarter, to funds being repatriated to victims at the successful conclusion of criminal proceedings.

Industry disruptions have increased this quarter which is positive given the low levels recorded in Q1. They do significantly vary based on investigation types and the identification of information that can lead to disruption.



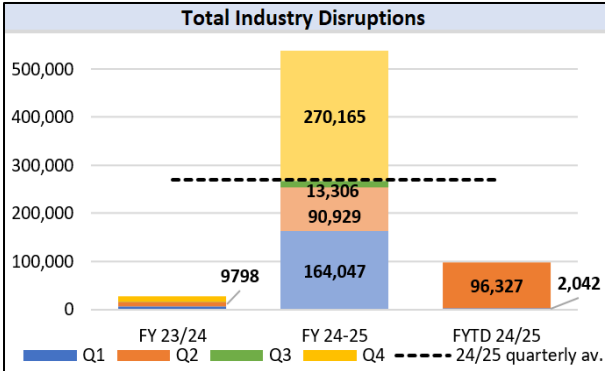
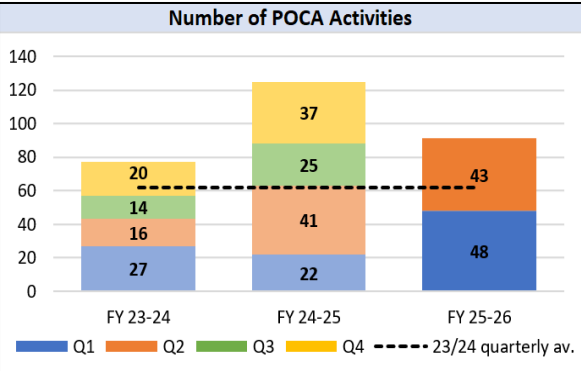
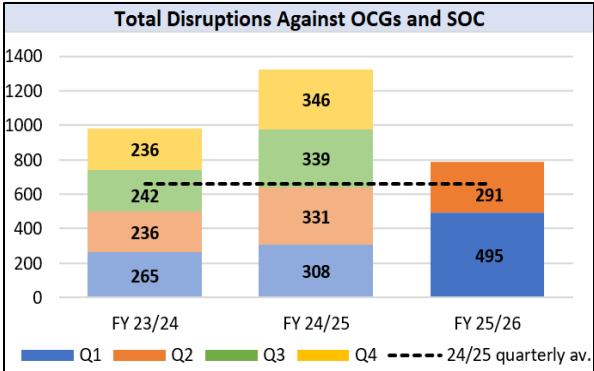
The volume of protect engagement continues to increase positively however attendees decreased, this is in line with seasonal trends and are expected to pick up in Q3.

COLP is looking to improve its understanding of the impact of the repeat victims by looking right across the reporting picture at repeat victimisation trends to help inform the new focussed efforts on areas where protect engagements really have impact.



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 (SOC)	<div></div> <div>↑</div>
B.	Increase the number of POCA activities	<div></div> <div>↑</div>
C.	Increase the number of disruptions against technological enablers	<div></div> <div>↓</div>



OCG Disruptions

- Teams are investigating **68** OCGs (-5)
- In Q2 teams recorded against OCGs:
- 3 major** disruptions (-2 to 24/25 Q1)
- 10 moderate** (-4 on 24/25 Q1)
- 27 minor** disruptions (+20 on 24/25 Q1)
- 251** disruptions against other threats is a **24% (+187)** increase on Q2 24/25
- Total disruptions against OCGs and SOC for the first half of the year are up **23% (+147)** from Q1 & 2 24/25, which is in line with the 5-year trend

Financial Disruptions

- In Q2 25/26 Fraud Teams reported **43** POCA activities up **5% (+2)** from Q2 24/25 and 39% (+12) from the quarterly avg.
- These had a value of **£1,134,668** down **65% (-£2,122,250)** from Q2 24/25 and down 51% (-£1,198,771) from the quarterly avg.
- Activities included: **7** confiscations, **2** asset restraining orders, **27** cash detentions and **7** cash forfeitures
- 178** victims were awarded a share of **£146,089** in compensation

Industry Disruptions

In Q2 Fraud teams reported:

- 448** disruptions to websites
- 95,873** to cards and bank accounts
- 6** to social media accounts
- 5% (+4,944)** increase on total disruptions compared to Q2 24/25

Response

Industry Disruptions

In Q2 there were increases across all types of disruption, particularly against bank accounts with **DCPCU** recording large volume disruptions in July (prolific 'smisher') and September (courier fraud and selling of account data).

Response

OCG Disruptions

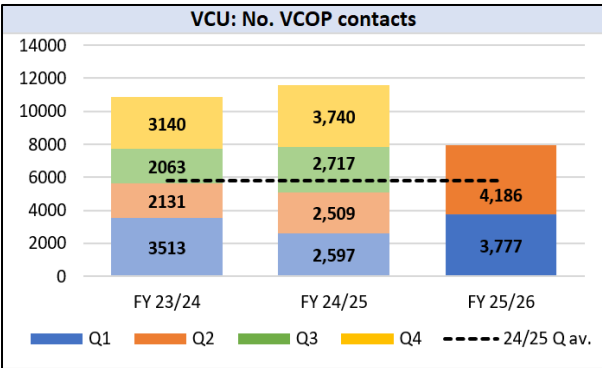
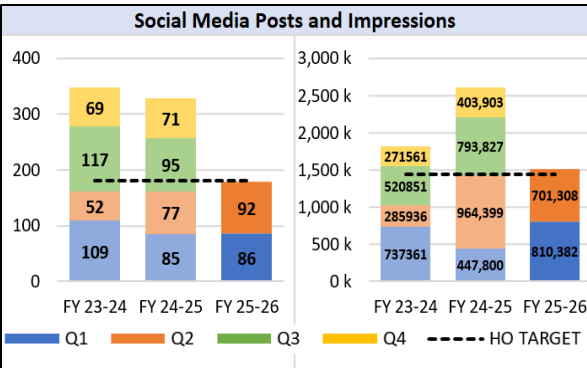
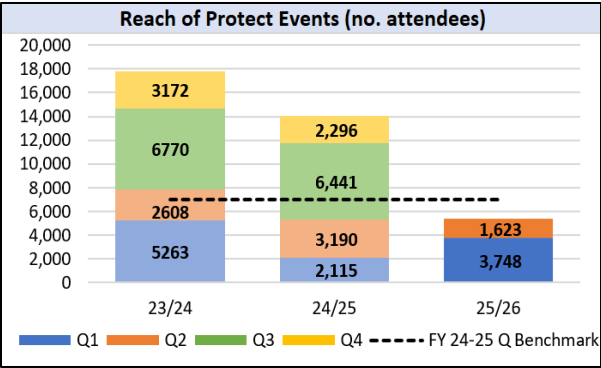
**PIPCU** targeted counterfeit football merchandise in operations with partners. 7 individuals were arrested, and 329 fake football kits and 184 pairs of counterfeit football socks were seized. The operations followed intelligence from the IPO regarding sale of fake football merchandise.

Financial Disruptions

An OCG which ran bogus investment schemes and coerced 150 victims out of £6 million was disrupted with the sentencing of the leader for 7.5 years in prison, having pleaded guilty to conspiracy to defraud, money laundering and perverting the course of justice. His co-defendants were also found guilty. More than £2 million of the stolen money has been returned to the victims. A **Money Laundering** DC used civil and criminal charges to accomplish the outcome. A man who pocketed £1 million by running 3 illegal streaming websites has been jailed for 3 years. **PIPCU** secured an all-assets restraint order against £1.1 million held in bank accounts and cryptocurrency wallets. These funds, will now be subject to confiscation proceedings.

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		↑



**Protect Events**

- Teams held **37** events in Q2 up over **100% (+19)** from Q2 24/25
- 1,623** people attended these events up **49% (-1,567)** from Q2 24/25
- Activity peaked in Sept after summer breaks with **16** events & **852** attendees

**Social Media – HO Measure**

- Teams posted **92** messages on social media, up **19% (+15)** on Q2 24/25
- The related impressions fell slightly to **701,308**, down **21%** on Q2 24/25, which was the highest return in the last 3 years due to a press release regarding a high-profile retail fraud investigation
- Posts and impressions were particularly high in July with a large number of press releases issued by Corporate Communications
- Home Office target Met**

**Victim Care Unit**

- VCU was responsible for **5,679** victims in Q2 up **25% (+1,123)** victims since Q2 24/25 relating to **27 (+4)** investigations
- A total of **4,186** VCOP updates were issued, up **45% (+1,677)** from Q1 24/25
- 3,965** victims received additional Protect advice

**Response Protect Events**

The DCPCU Protect team delivered 8 training sessions in July to over 325 people, covering a range of topics. They also hosted the 1st Virtual Industry Visit where they opened the sessions to wider audiences to widen the knowledge base.

**Response 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 July, VCU sent additional prevention advice on behalf of Leicestershire Police.

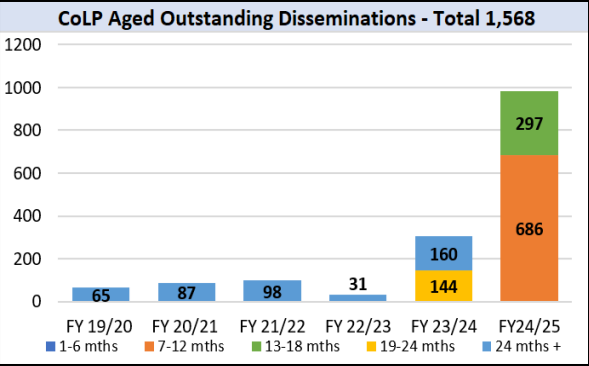
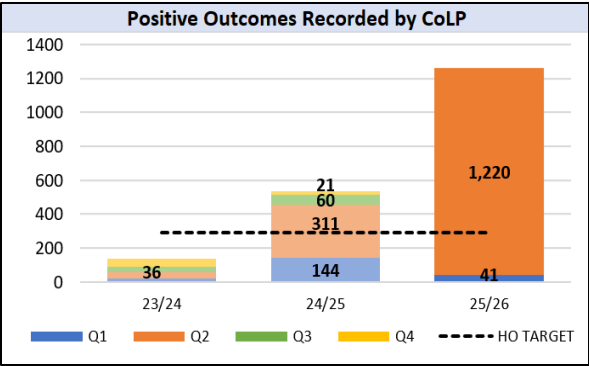
**Response Social Media**

- PIPCU** issued an appeal for help from the public to trace a woman wanted in connection with the illegal selling of counterfeit weight loss medications which attracted extensive media coverage.
- IFED** posts focused on their ‘crash for cash’ intensification along with high profile sentencings.
- NLF Ops** posted about the national courier fraud campaign with DSI Little appearing on Good Morning Britain.
- DCPCU** saw an increase in impressions and engagement via LinkedIn. Their post with the highest engagement rate was a weekly round up featuring photos including ‘digi dog’ Barney.

Upcoming in Q3: October is National Cyber Security month, and posts will support the upcoming courier fraud intensification. In November focus will be on Black Friday and Cyber Monday related frauds before moving to the 12 Frauds of Christmas in December.

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 positive 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		↑



Positive Outcomes – HO Measure

- In Q2 CoLP teams recorded **1,220** positive outcomes
- Up **292% (+909)** from Q2 24/25, which was also a high yielding quarter
- 101** no further action outcomes were also recorded, contributing to the fall in Aged Outstanding Disseminations
- The positive outcome rate (positive outcomes divided by all outcomes) was **92%** for Q2, an increase from **83%** in Q2 24/25
- Home Office target exceeded**

Outstanding Disseminations

- At the end of Q2 **1,568** disseminations from 19/20 to 24/25 were with CoLP teams awaiting outcomes
- This is down **25% (-534)** from the end of Q1 showing ongoing improvement and the impact of closing one large investment fraud case

Intensifications – HO Measure

**Operation Haechi** is an initiative developed by South Korean Police and led by the Interpol Financial and Anti-Corruption Centre (IFACC). The aim is to recall funds sent internationally as a result of fraud. The National Central Bureau Manchester and the CoLP IDT are jointly leading the UK response.

Op Haechi VI took place from 23/04 to 22/08. Within this period 34 INTERPOL Global Rapid Interventions were released by the intel team. This is a stop-payment mechanism within INTERPOL. 135 referrals were made through Action Fraud overnight submissions.

**Op Tonic** is an umbrella term used for romance fraud and incorporates national Protect work. A recent intensification ran from 29/09 to align with Romance Fraud Awareness Week and the in-person Date Safe conference. It is hoped there will be a reduction in dating scam reports when analysis takes place.

**Home Office target met**

Response

Positive Outcomes

In September, CoLP teams recorded their highest ever yield of positive outcomes at 1,220. Of these, 1,199 relate to a single investment fraud investigation by the Fraud Ops Teams. 1,250 investors put £25m into the fraudulent scheme. The investigation took 5 years of tireless work to bring to charging and POCA proceedings are ongoing.

Total CoLP positive outcomes across all units remain flat with circa 12 returns on average a month excluding large one-off operations.

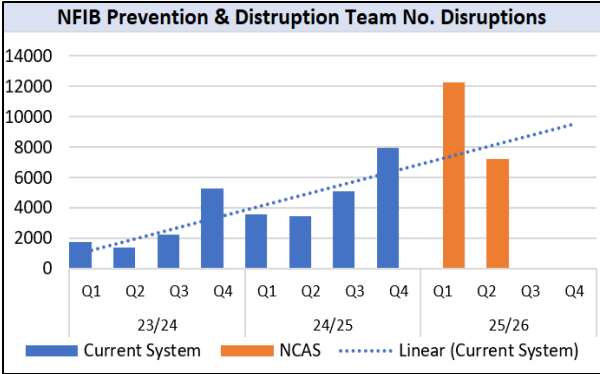
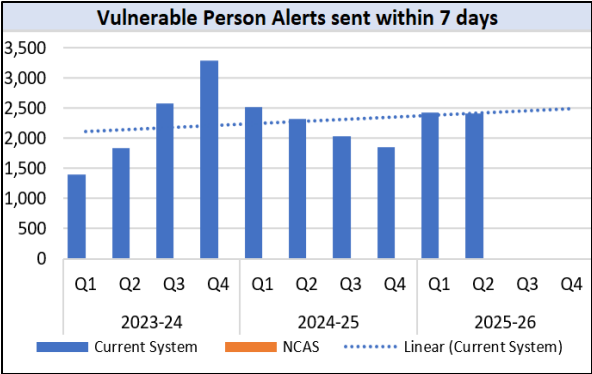
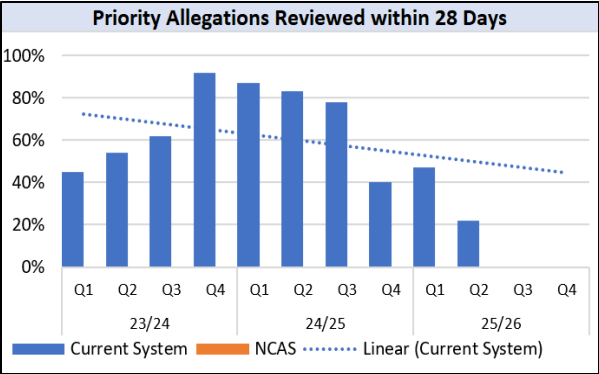
Within the pipeline are three investigations into investment frauds with a combined total of at least 1,200 victims. These are expected to come to a conclusion in 1-2 years.

*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.*



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. To review and, where appropriate, disseminate vulnerable person alert within 7 days		↑
C. Increase the number of NFIB P&D disruptions		↑



**Priority Allegations**

- In Q2 25/26 NFIB teams reviewed **22%** or **698** of the 3,355 allegations classified as priority
- This is down **47%** from the **1,311** allegations reviewed in Q2 24/25 which totalled 83% of the priority allegations
- The last three quarters have seen an expected drop due to abstractions, current system latency, downtime and testing of the new operating platform

**Vulnerable Person Alerts**

- NFIB sent **2,411** vulnerable person alerts to forces in Q2
- This is an increase of **4% (+93)** alerts from Q2 24/25
- Consistently, **99%** of these were sent within the 7-day target timescale showing excellent victim care

The transition of the VPA process to Victim Services is going well, it is still being supported by the NFIB until launch to ensure all victims are safeguarded accordingly and resilience will be built

**Preventions and Disruptions**

- In Q2 the NFIB P&D team carried out **7,191** disruptions, up **109% (+3,752)** from Q2 24/25.
- Disruptions included:
  - 1,070** website disruptions
  - 1,110** email account suspensions
  - 269** telephone deactivations
  - 4,661** proactive domain suspensions
  - 81** social media account suspensions

**Response**

**NFIB**

In Q2 performance continues to be affected by the transition to the new operating system, as a team of 5 remain abstracted from core business to support FCCRAS delivery.

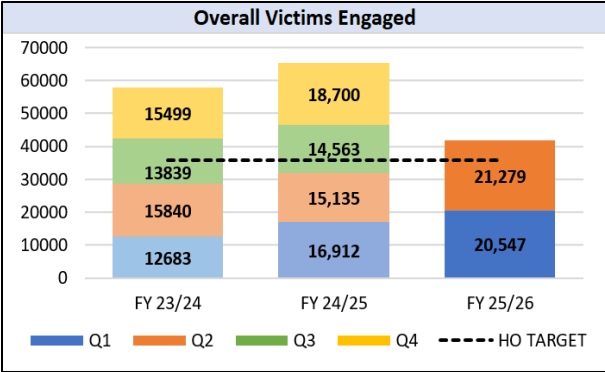
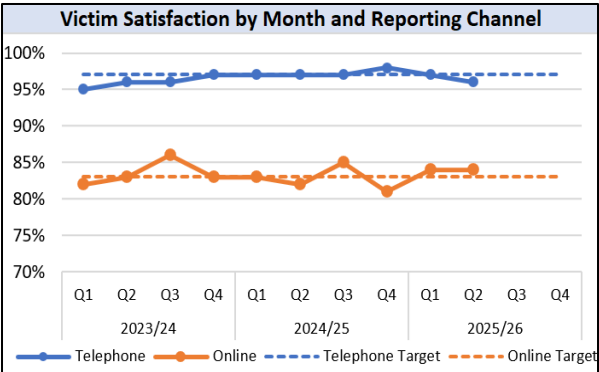
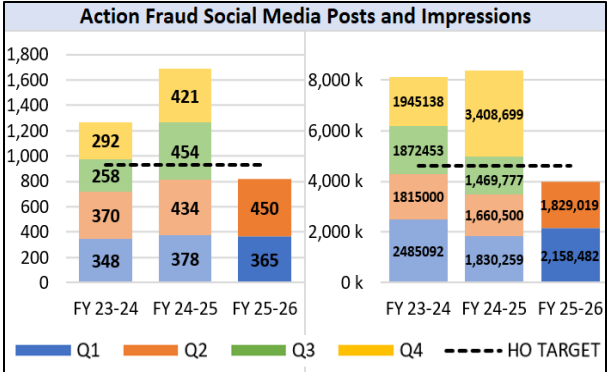
Testing of the system as a whole and of different builds as they finalise within the environment is impacting usual capability. This is set to increase into Q3 due to training large sections of the Crime Team ahead of go live and the end-to-end workflow being tested fully to ensure a smooth user journey.

Current service issues continue, resulting in significant downtime and latency problems; delaying ingests and processing of data for action. We anticipate this reduction in performance to continue until after go live.

The NFIB Disruptions Team are forging ahead with use and development of the National Crime Analysis System (NCAS) showing great returns on disruptions and suspensions.

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 – <b>Home Office Measure</b>	<div></div> ↑
B.	Maintain the percentage of survey respondents who are satisfied with the Action Fraud reporting service – <b>Home Office Measure</b>	<div></div> ⇒
C.	Increase number of fraud victims who receive protect advice (NECVCU engagement) – <b>Home Office Measure</b>	<div></div> ↑



**Response**

**NECVCU**

In Q3, Victim Services will implement a new Crime Recording Management System (CRM) designed to streamline administrative tasks and automate processes. During the initial implementation there may be a temporary dip in performance as staff adapt to the new system. However, as confidence and proficiency grow, the CRM is expected to enhance efficiency and overall service delivery. The new technology will allow us to record repeat victims for the level 1 service giving additional insight that current technology does not allow for.

Victim Services will soon be providing a consistent service to all persons who report to Report Fraud across England and Wales, ending previously agreed local exceptions. This change ensures an equitable service for all victims, removing regional disparities and ensuring each report is handled in-line with Victim Services' policies and procedures.

**Action Fraud Social Media – HO Measure**

- AF made **450** posts in Q2, up **4% (+16)** from Q2 24/25 and a return to form from Q1 25/26
- The related impressions for these posts totalled **1,829,019** an increase of **10% (+168,519)** from the previous year but below the Home Office stretch target
- **Home Office stretch target not met**

**Response Action Fraud Social Media**

AF supported the Home Office phishing campaign through the summer. Analysis shows that within a month of the launch reporting of this fraud was up 23.8%.

**Action Fraud Satisfaction – HO Measure**

- Contact Centre satisfaction was at **96%** in Q2, 1% below the Home Office target
- Online reporting remained at **84%**, **1%** higher than the Home Office target
- Call abandonment was at 22%, and average call waiting time at 4.59 minutes, both improving on 24/25
- **Home Office Target met**

**Response Action Fraud satisfaction**

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.

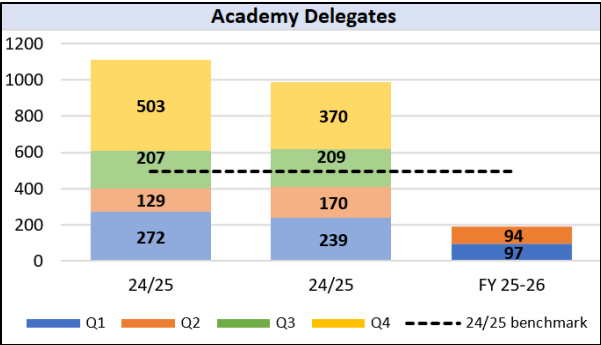
**NECVCU Victim Contacts – HO Measure**

- NECVCU engaged **21,279** victims, up **41% (+6,144)** from Q2 24/25 and **18% (+3,318)** on the Home Office target
- Level 1 engagements rose by **42% (+5,293)**
- Level 2 engagements rose by **32% (+851)**
- **0.29%** repeat victims (meets HO target)
- **79%** of victims felt confident online after engagement (meets HO target)
- **Home Office engagement target met**



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).	<div></div> ↓
B.	Deliver objectives against National Workforce Strategy.	<div></div> ↑
C.	Provide forces who are due to be inspected with specific pre-inspection support for delivering against the Fraud pillar within the PEEL framework – <b>Home Office Measure</b>	<div></div> ↑



**Academy**

- In Q2 the ECCA held **9** courses, down **36% (-5)** from Q2 24/25
- At **94** delegate numbers were down **45% (-76)** from Q2 24/25
- 90%** satisfaction was equal to Q2 24/25 and the benchmark

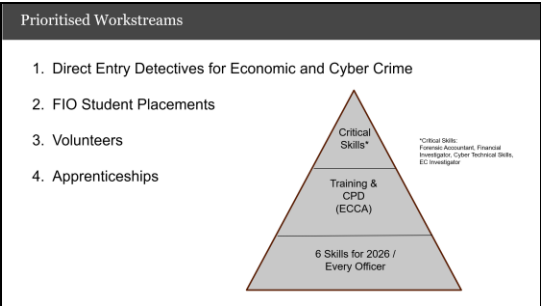
**Academy**

In November, the ECCA is piloting an inclusive training course. An Economic Crime Investigation Foundation course will take place on Teams, to meet the accessibility needs of colleagues who cannot attend a venue in person.

**Response**

**Academy**

In Q2 bookings continued to be low due to forces and ROCUs having limited budgets. However, CPD training continued its upwards trend. As usual no courses were run in August due to seasonal low uptake. The focus was on preparing and promoting courses planned for the end of the year to ensure strong attendance. Looking ahead, course enrolment figures for October are continuing to rise, indicating strong engagement.



**Workforce Strategy**

Three workstreams have now been prioritised with updates below:

**Direct Entry Detectives.** Cohort 1 (D6) officers are now on their rotations within CoLP. Contract signed with Police Now for a second Cohort (D7) on the Economic and Cyber Pathway starting with CoLP in March 2026. This will continue to build the evidence base for the wider national take-up of the scheme.

**FIO Student Placements.** Cohort 2 (12 students) have now started with CoLP, the MPS, and four ROCUs. Two Students from Cohort 1 are now working part-time. Cohort 2 students will move to part-time in September 2026. Attraction and recruitment underway for Cohort 3, which will consist of 20 students starting with an expanded number of forces and ROCUs in Sept 2026.

**Volunteers.** Funding agreed through the Cyber portfolio for two secondments (Chief Inspector and Police Staff Deputy) to lead the national programme. Recruitment complete and preferred candidates in vetting and onboarding.

**PEEL Support – Home Office Measure**

In Q2 the NCO have published a Regional Engagement Report that provides comprehensive detail of the findings with regard to the regional assessments. 73 recommendations flow from the report.

The NCO continue to work with forces in providing guidance and support in expectation of forthcoming HMICFRS visits.

**Forces met in Q2:** up from 1 in Q1

Dyfed Powys  
Essex  
Norfolk  
Bedfordshire  
Lancashire  
West Mercia

**Home Office measure met**