National Lead Force
City of London Police Performance Report

FY 2025/26
Q3: October – December 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:
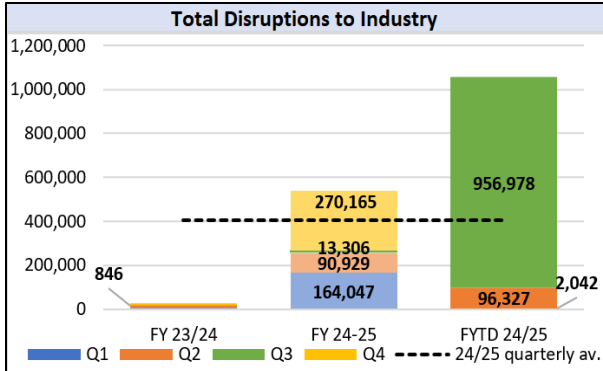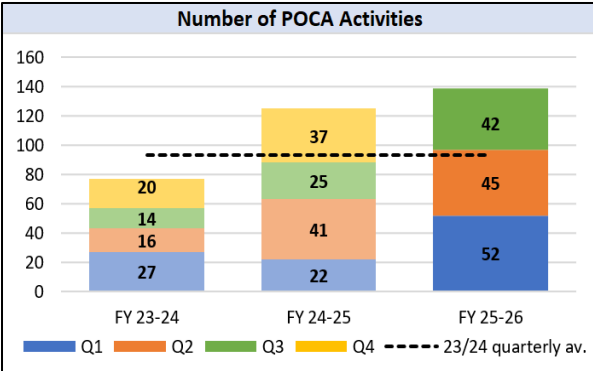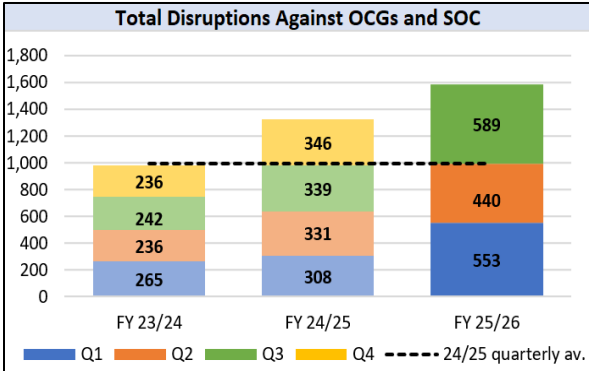- Improving outcomes for victims;
- Proactively pursuing offenders;
- Protecting people and business from the threat of Fraud, Economic and Cyber Crime.

The NLF plan sets out **key cross cutting enabling commitments** that City of London Police is seeking to achieve:	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.	🟩	⇧

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 (SOC)	⇧
B.	Increase the number of POCA activities	⇧
C.	Increase the number of disruptions against technological enablers	⇧

Total Disruptions Against OCGs and SOC

Number of POCA Activities

Total Disruptions to Industry

Response   OCG Disruptions
Fraud Ops with support from CoLP Teams and the MPS disrupted a live courier fraud operation. This led to the execution of urgent warrants and the arrest, interview and bail of 4 suspects. The action disrupted the OCG's activities and prevented further individuals becoming victims.

Two **PIPCU** DCs received an award from the US Office of Inspector General for their work into the international sale of counterfeit airbags, posing a risk to occupants in the event of a crash. Three suspects were arrested from two addresses where hundreds of counterfeit airbags were recovered, as well as £210,000 in cash.
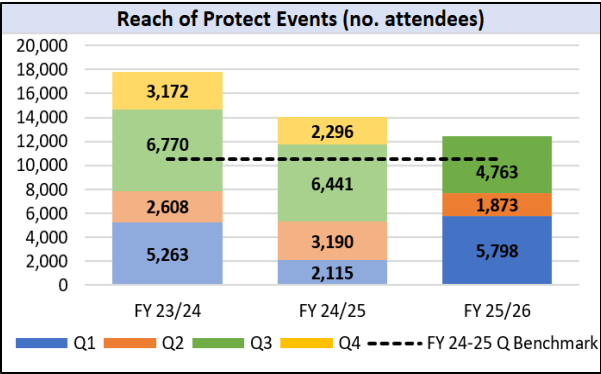
Financial Disruptions
An **IFED** civil recovery case concluded with the forfeiture of £459,763. The funds were returned to the insurer, identified by the court as the principal victim of the fraud.

DCPCU investigated fraudulent orders though online auction houses. A suspect was arrested and devices seized, some containing crypto assets. Investigation identified accounts with significant funds that were frozen to prevent dissipation while the investigation progresses.

OCG Disruptions
- Teams are investigating **79** OCGS (+11)
- In Q3 teams recorded against OCGs:
- **3 major** disruptions (-3 to 24/25 Q3)
- **28** moderate (+20 on 24/25 Q3)
- **66** minor disruptions (+54 on 24/25 Q3)
- **492** disruptions against other threats is a **57% (+179)** increase on Q3 24/25

Response   OCG Disruptions
Fraud Ops led the increase in disruptions by adopting a 'proactivity in enforcement' mantra and an enhanced case adoption process. The FIT team also worked on developing knowledge and capability.

Financial Disruptions
- In Q3 25/26 Fraud Teams reported **42** POCA activities up **68% (+17)** from Q3 24/25 and 35% (+11) from the quarterly avg.
- These had a value of **£5,171,404** up **170% (+£3,257,903)** from Q3 24/25 and up 122% (+£2,837,965) from the quarterly avg.
- Activities included: **4** confiscations, **5** asset restraining orders, **18** cash detentions and **15** cash forfeitures

Industry Disruptions
In Q3 Fraud teams reported:
- **258** disruptions to websites
- **956,719** to cards and bank accounts
- **918** to social media and other
- **78% (+418,531)** increase on total disruptions in the whole of 24/25

Response   Industry Disruptions
A **DCPCU** smishing fraud operation saw two suspects arrested. Their digital devices contained 942k sets of card/ account details. The potential fraud saved was £195,610,767, an increase of 83% (+£89m) on the whole of 24/25 savings.

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	⇩
C. Increase the number of Victim Care Unit contacts	⇧

Reach of Protect Events (no. attendees)

	FY 23/24	FY 24/25	FY 25/26
Q4	3,172	2,296	
Q3	6,770	6,441	4,763
Q2	2,608	3,190	1,873
Q1	5,263	2,115	5,798

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

Social Media Posts and Impressions

Posts:
	FY 23-24	FY 24-25	FY 25-26
Q4	69	71	
Q3	117	95	64
Q2	52	77	92
Q1	109	85	86

Impressions:
	FY 23-24	FY 24-25	FY 25-26
Q4	271561	793,827	573,322
Q3	520851	964,399	772,628
Q2	285936	447,800	810,382
Q1	737361		

(403,903 shown for FY 24-25 Q4)

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

VCU: No. VCOP contacts

	FY 23/24	FY 24/25	FY 25/26
Q4	3140	3,740	
Q3	2063	2,717	7,633
Q2	2131	2,509	4,186
Q1	3513	2,597	3,777

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

Response

Social Media
- **PIPCU** issued posts relating to confiscation orders granted against brothers who were sentenced for selling counterfeit items and following seizure of counterfeit car parts.
- **IFED** activity peaked in Nov with an intensification linked to Black Friday; focused on fraudsters who claimed their electronic devices had been damaged to secure payouts and fund newer models. Social media posts received paid spend on YouTube and Meta platforms.
- **NLF** urged the public to remain vigilant following a rise in payment diversion fraud, commonly known as conveyancing fraud and posted about Op Tonic, a romance fraud intensification.
- **DCPCU** gained high views for updates on significant sentencings such as a former bank employee sentenced to 12 months imprisonment for over £16,000 worth of fraud by abuse of position. After tricking elderly victims DCPCU were able to return the money which he had stolen.
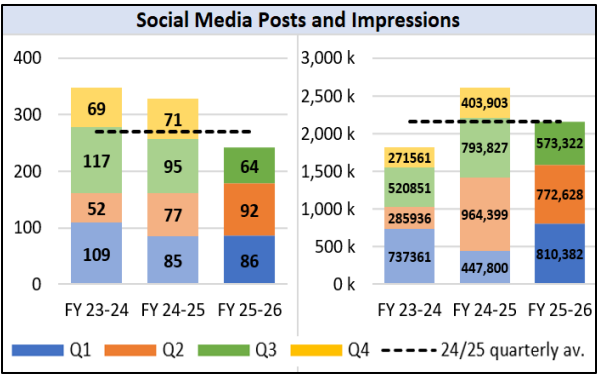
Protect Events
- Teams held **77** events in Q3 in line with Q3 24/25 **(+3)**
- **4,763** people attended these events down **26% (-1,678)** from Q3 24/25
- Activity peaked in November with **38** events & **1,511** attendees
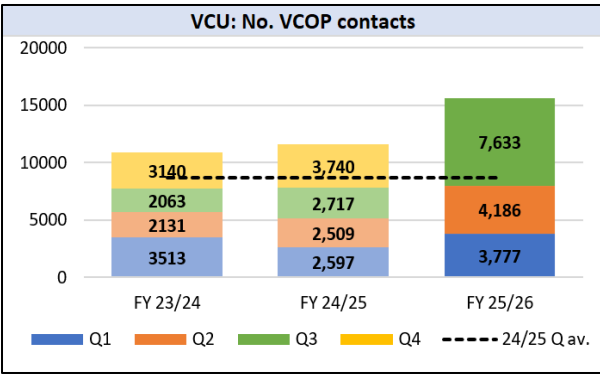
Social Media
- Teams posted **64** messages on social media, down **33% (-31)** on Q3 24/25
- The related impressions fell to **573,322**, down **27% (-220,505)** on Q3 24/25
- However, impressions are in line with the 24/25 benchmark over the year

Victim Care Unit
- VCU was responsible for **5,773** victims in Q3 up **22% (+1,043)** victims since Q3 24/25 relating to **28 (+2)** investigations
- A total of **7,633** VCOP updates were issued, up **181% (+4,916)** from 24/25
- **2,206** victims received additional Protect advice

Response   Protect Events
DCPCU hosted a Virtual Industry Visit where members learned about the Unit. **IFED** hosted their SPOC engagement day which brought together specialist teams from across policing and expert voices from the industry.

Response   Social Media
Posts have fallen in Q3 as the team focused on preparation for launching the Report Fraud Service.
Upcoming in Q4: All channels will be amplifying the launch of Report Fraud. It is hoped posts will return to normal levels.
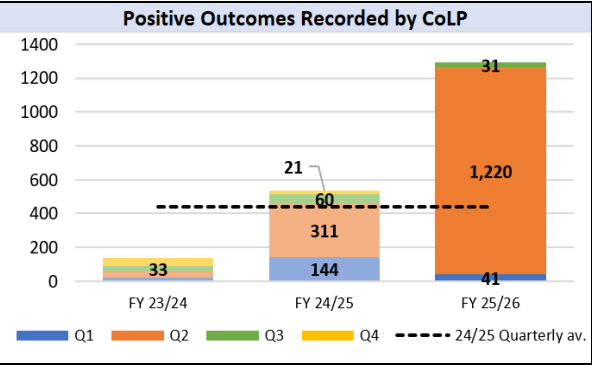
Response   Victim Care Unit
The number of cases and victims covered by VCU has risen over the last year, thus giving a rise in VCOP contacts. Additionally in November, VCU participated in a Protect campaign.
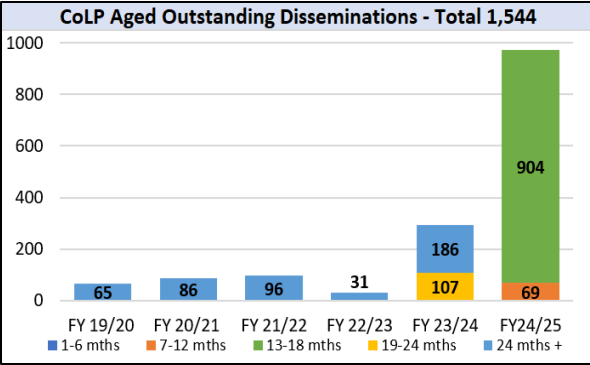
We will increase the policing response and outcomes linked to NFIB / FCCRAS crime dissemination packages. We will lead the National Fraud Squad to PURSUE identified high harm offenders through joint, centrally co-ordinated national operations and to participate in NECC led fraud intensifications throughout the year.

Success Measures:

A. Increase the positive outcome rate for CoLP	⇧
B. Decrease CoLP aged outstanding disseminations	⇩
C. Support CoLP teams to engage in intensification efforts	⇧

Positive Outcomes Recorded by CoLP

Chart data (FY 23/24, FY 24/25, FY 25/26):
- FY 23/24: Q1 33
- FY 24/25: Q1 144, Q2 311, Q3 60, Q4 21
- FY 25/26: Q1 41, Q2 1,220, Q3 31
- 24/25 Quarterly av. (dashed line)

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

CoLP Aged Outstanding Disseminations - Total 1,544

Chart data:
- FY 19/20: 65 (1-6 mths)
- FY 20/21: 86
- FY 21/22: 96
- FY 22/23: 31
- FY 23/24: 186 (24 mths +), 107 (19-24 mths)
- FY24/25: 904 (13-18 mths), 69 (7-12 mths)

Legend: 1-6 mths, 7-12 mths, 13-18 mths, 19-24 mths, 24 mths +

Positive Outcomes

- In Q3 CoLP teams recorded **31** positive outcomes
- Down **50% (-29)** from Q3 24/25, and down **23% (-9)** from the 24/25 benchmark
- **63** 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 **33%** for Q3, an increase of **12%** from Q3 24/25

Outstanding Disseminations

- At the end of Q3 **1,544** disseminations from 19/20 to 24/25 were with CoLP teams awaiting outcomes
- This is down **27% (-558)** from the end of Q1 showing ongoing improvement and the impact of closing one large investment fraud case 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.

Intensifications

Operation Willrow was an intensification targeting false claims on insurance policies. The operation, in the lead up to Black Friday, focused on fraudsters claiming their electronic devices are damaged to secure payouts and fund newer models.

During the week, IFED officers issued 19 cease & desist notices. Officers also executed a warrant where approx. £15,000 in cash was seized. A paid advertising initiative was run on Meta and Google platforms and reached 200,000 people, with high engagement rates.

Op Callback was an 8-week intensification focusing on Courier Fraud. It ran for 8 weeks in Oct and Nov. CoLP provided coordination, backup resources, and Intel support.

Response Intensifications

HENHOUSE 5, will be a fraud intensification coordinated by the NECC and CoLP, with intensified and coordinated PURSUE operational activity taking place throughout February 2026.
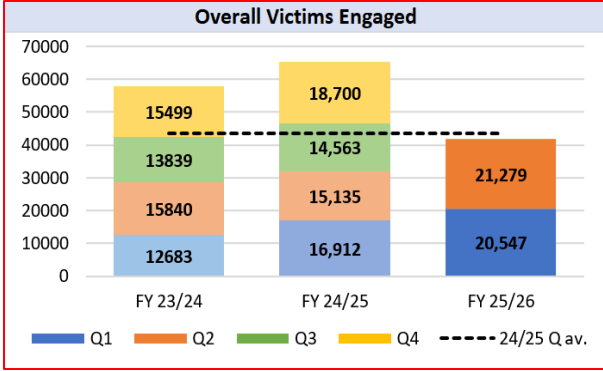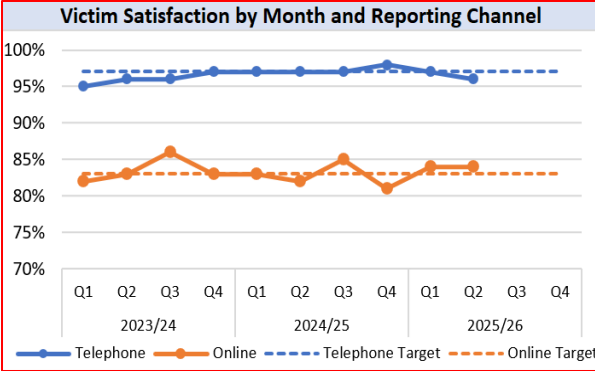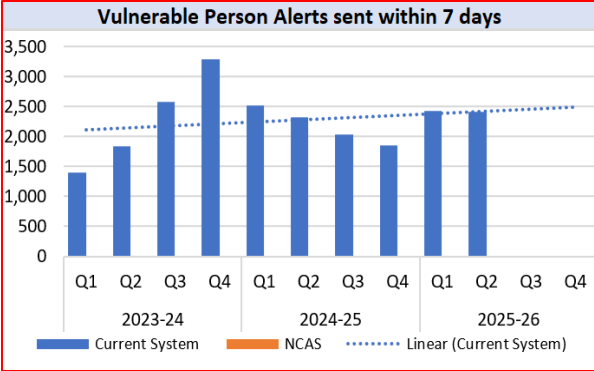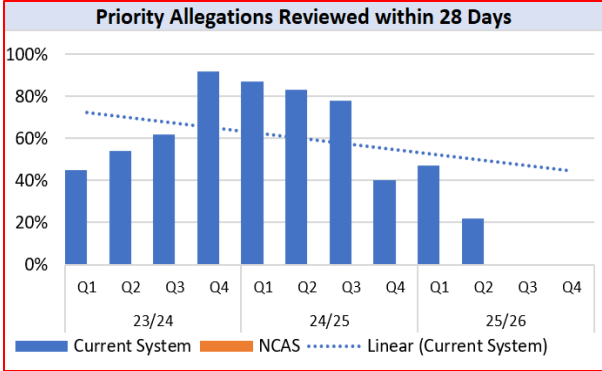
Response

Positive Outcomes

Total CoLP positive outcomes across all units remain flat with circa 11 returns a month on average, excluding large one-off operations. However, the pipeline remains strong.

Q3 for CoLP reflected a return to BAU volumes of positive outcomes in line with Q1. In Q2, NLF CoLP recorded an Investment Fraud which yielded 1,199 positive outcomes. There are a number of ongoing investigations of Investment Frauds within CoLP, which are young and at a pre-charge stage, with a combined total of at least 1,200 victims. These are expected to come to a conclusion in 1-2 years.

Positive Outcomes have been calculated using the legacy systems rather than the new National Crime Analysis System (NCAS) this quarter. Analysts are working on the reporting of outcomes recorded in NCAS and these will be added to legacy outcomes from Q4 which may increase Q3 totals. Additional information is provided on Slide 7.

National Reporting Service: Includes Report Fraud Reporting Service, Analysis Service and Victim Services

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. Maintain the percentage of survey respondents who are satisfied with the Action Fraud reporting service
D. Increase number of fraud victims who receive protect advice (NECVCU engagement)

Priority Allegations Reviewed within 28 Days

Vulnerable Person Alerts sent within 7 days

Victim Satisfaction by Month and Reporting Channel

Overall Victims Engaged

Report Fraud - Reporting, Analysis and Victim Services

The delivery of Report Fraud Reporting Analysis and Victim Services went live on 4th December 2025 with a public launch on 19th January 2026. The data platforms and reporting processes are still being refined and it has not been possible to provide like for like information to be reported on for this performance product.
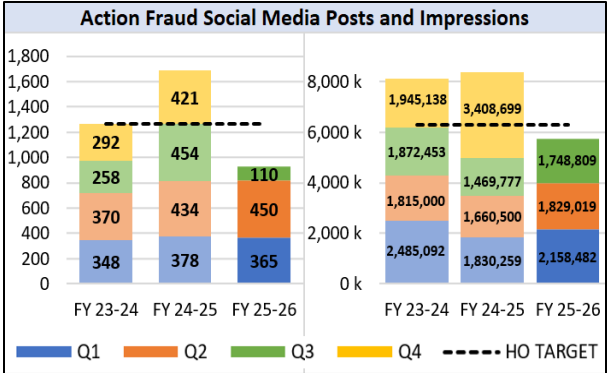
Victim Satisfaction

However early indications between Go Live and 31st December 2026 are that 82% of people completing the survey after reporting online agree that they "would feel confident using the Report Fraud service if they needed to again". However this does reduce to 31% of people completing the survey after receiving an outcome of their report. It is believed this is linked to non-disseminated reports however this is being investigated further.

Please note no Q3 data is included in the above graphs and therefore success measure status has not been included.

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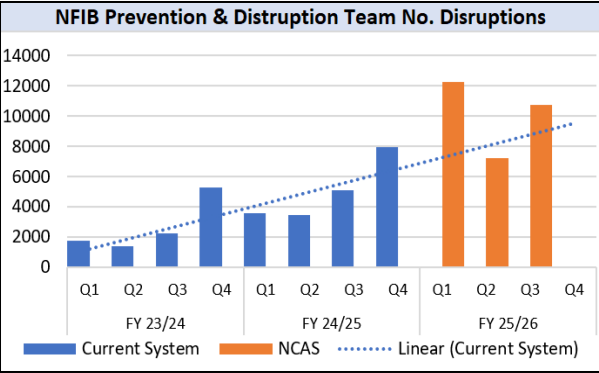
Success Measures:

A. Increase the number of Action Fraud social media posts and impressions	⇨
B. Increase the number of NFIB P&D disruptions	⇧

Action Fraud Social Media Posts and Impressions

NFIB Prevention & Distruction Team No. Disruptions

Action Fraud Social Media

- AF made **110** posts in Q3, down **76% (-344)** from Q3 24/25
- The related impressions for these posts totalled **1,748,809** an increase of **19% (+279,032)** from the previous year
- The focus on fewer campaigns meant less posts, but the paid activity increased impressions and engagement

Response   Action Fraud Social Media

Activity in Q4 will focus on the launch of Report Fraud from mid-January.

Preventions and Disruptions

- In Q3 the NFIB P&D team carried out **10,767** disruptions, double that of Q3 24/25 **112% (+5,700)**.
- Disruptions included:
- **563** website disruptions
- **768** email account suspensions
- **105** telephone deactivations
- **9,287** proactive domain suspensions
- **44** social media account suspensions
- Growth is particularly evident with proactive domain suspensions since the team started to use the National Crime Analysis System (NCAS).

Response
Action Fraud Social Media

Social media activity focused on two campaigns this quarter:

National Cyber Security Month – October
During the month, Protect advice was shared and promoted e.g. protecting online accounts by enabling 2-Step Verification and creating strong passwords. The campaign used a video reel in partnership with Meta who funded the paid social media activity. The link signposted was clicked 7,312 times which is 100% higher than an organic post. The posts were used over 185 time on X by partners and police forces.

Black Friday/Cyber Monday – 24th November
This campaign was done in partnership with the National Cyber Security Centre and Stop Think Fraud to help the public to shop safely online. The Campaign reached over 1.8 million people across the UK with 2.8 million impressions. The social media assets were used 114 times by partners and polices forces.
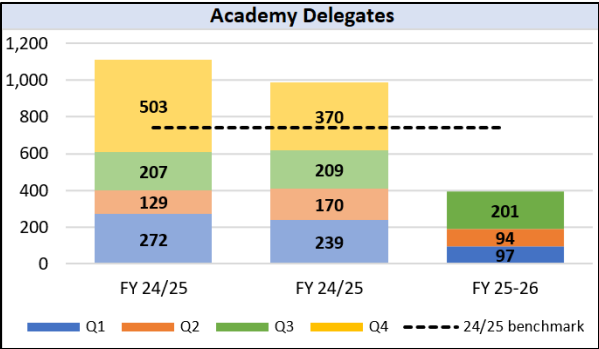
Response
Prevention & Disruption

Increased performance by the Prevention and Disruptions team in Q3, particularly in Proactive Domain suspensions (Horizon Scanning / Nominet Alerts) is a result of

- a proactive lens,
- forward thinking,
- being alert to the increase in fraudulent fake shop websites and other fraudulent websites in the lead up to Christmas, and
- proactively targeting newly registered domains likely acting maliciously in this space.

In relation to reactive disruptions, the 'high harm enabler list' on NCAS prioritises crime types likely to cause the highest harm . By focusing on these crime types, the Team are able to minimise the harm caused to victims, disrupt offenders and protect future victims.

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	🟩 ⇧

Academy Delegates

Chart values:
- FY 24/25: Q1 272, Q2 129, Q3 207, Q4 503
- FY 24/25: Q1 239, Q2 170, Q3 209, Q4 370 (benchmark)
- FY 25-26: Q1 97, Q2 94, Q3 201

Legend: Q1, Q2, Q3, Q4, 24/25 benchmark

Academy
- In Q3 the ECCA held **16** courses, down **11% (-2)** from Q3 24/25
- At **201** delegate numbers were down **4% (-8)** from Q3 24/25
- **90%** satisfaction was equal to Q3 24/25 and the benchmark

Response   Academy
In Q3 the 1st AMLAR-funded Money Laundering course was delivered, with 8 scheduled for delivery in 2026. The ECCA has a comprehensive schedule of courses planned through to the end of the financial year.

Reasons Academy
Numbers of both courses and delegates rose month on month throughout the quarter to be in line with the previous year, with delegate numbers doubling from the first half of the year. These sessions engaged participants from 13 different UK police forces, reflecting continued national reach; and saw an increase in public sector participation, primarily driven by requests for closed courses. The satisfaction rate experienced fluctuations during the period, with declines attributable to venue-related issues, which were quickly resolved. Importantly, the feedback did not reflect any concerns regarding course content or instructional quality.

Workforce Strategy
Highlights from prioritised workstreams under the National Policing People Strategy for Fraud, Economic and Cyber:
1. **Direct Entry Detectives** – good progress on new pathway to recruit detectives who will focus on economic or cyber crime in partnership with Police Now.
Cohort 1 - 12 CoLP officers started March 2025
Cohort 2 - 8 CoLP officers to start in March 2026.
Cohort 3 - Planning underway with CoLP and partner forces (exact number TBC) to expand programme outside CoLP.
2. **FIO Student Placements** – Planning for expansion of scheme to further ROCUs and forces for *Cohort 3* starting in Sept 2026.
Cohort 1 – 2 Students within CoLP in their part time year.
Cohort 2 - 12 students on their placement years are now embedded within 4 ROCUs, MPS, and CoLP.
3. **Volunteers** – Funding agreed through the Cyber portfolio for two secondments (Chief Inspector and Police Staff Deputy) to lead the national programme. Candidates in vetting/ onboarding. A T/Inspector joined the team to lead on volunteers within CoLP & support the national project.
Complete workstreams include Career Pathways video for CoLP detailing key roles within Economic Crime, a Pay Parity Report, the inaugural Challenge Panel for practitioners on the Fraud Investigation Model, and the launch of the Living Library.

NCO - PEEL Support
Force visits are predicated on direct requests for support in anticipation of upcoming HMICFRS visits. The NCO are not seeking to coach or mentor forces through those inspections but are providing forces with advice and guidance as to what good practice is when formulating a response to fraud.

On 14th October 2025 a Fraud Lunch and Learn Session was hosted by Commander Garnett. All Chief Officer Teams from across the country were invited to the virtual event which was well received. The content of the event was matched closely to the key elements of advice being shared with forces through NCO engagement.

15 force engagements were held in Q3 up **150% (+9)** from the 6 held in Q2. 3 further engagements have been planned for January 2026.