National Lead Force
City of London Police Performance Report

FY 2025/26

Q4: January – March 2026

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

Executive Summary

It is only possible to report a partial outcome picture for Q3 and Q4 as changed to processes since Report Fraud's introduction mean like for like data is not currently available.

Even with partial information available due to the positive outcomes of 2 significant operations in Q3 COLP has exceeded the service level in the 12 months to date compared to the last financial year.

It is also not possible to report on the national reporting service metrics relating to victims and vulnerable person alerts for this reason.

A significant increase in Economic Crime Academy delegates was seen in Q4 as is seasonally seen however due to the challenges seen earlier in the year (FQ1 and FQ2) the service level set for the year has not been met.

City of London Police has met all of the required service levels set for this financial year across, Offender disruptions, asset seizures and disruption to enablers.

Whilst minor decreased were seen in Q4 performance remains above the level for the past 12months.

CoLP also continued to support national intensifications to both target offenders and increase protect activity this quarter.

A more sustained approach intensification is being progressed for the year 26/27.

Following the introduction of Report Fraud the growth in Prevention and Disruptions both in terms of practical removal of enablers and from social media impressions for more traditional protect have seen a significant increase.

It is hoped that these increases will be sustained as the new system and processes embed further.

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. Report Fraud objectives will be added when the system launches.		
We will increase the policing response and outcomes linked to NFIB / Report Fraud 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.		⇧

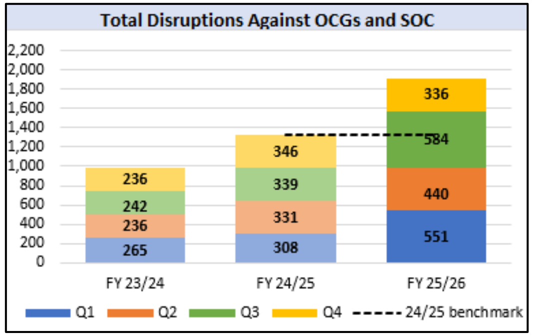
National Lead Force Fraud Operations: Includes National Fraud Squad Teams and Funded Units

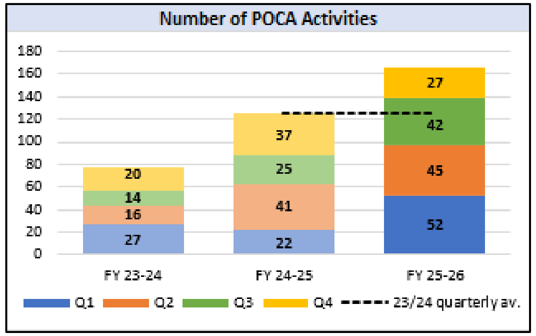
Proactively Pursue Offenders

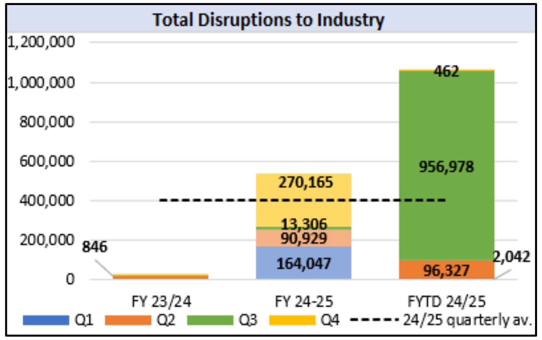
We will deliver and co-ordinate regional Proactive Economic Crime Teams and uplifted National Lead Force teams to form part of the National Fraud Squad. The NFS teams will proactively target fraudsters and disrupt offending achieving criminal justice and alternative outcomes.

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		⇩







OCG Disruptions

In Q4 teams recorded 80 disruptions against OCGs:

- **2 major** disruptions (0 change on Q3)
- **17** moderate (-9 from Q3)
- **61** minor disruptions (-3 from Q3)

Overall disruptions are reporting a **42% decrease** in comparison to Q3 (248), however overall figures are reporting disruptions at **44% over the 24/25 benchmark.**

Financial Disruptions

In Q4 25/26 Fraud Teams reported **27** POCA activities down **36% (-15)** from Q3 and 33% (+41) above the 24/25 benchmark.

These had a value of **£6,800,00** up **31% (+£1,628,615)** from Q3 and up 255% (+£4,886,499) from the 24/25 benchmark.

Activities included: **7** confiscations, **3** asset restraining orders, **20** cash detentions and **8** cash forfeitures.

Industry Disruptions

In Q4 Fraud teams reported:

- **250** disruptions to websites
- **212** to cards and bank accounts
- **0** to social media and other

Overall disruptions are reporting 95% over the benchmark for 24/25, however Q4 is reporting a 99% decrease from Q3.

Response **Industry Disruptions**

There is no narrative response to this metric at this time

Response **OCG Disruptions**

Op Henhouse was the largest operation for this quarter which reported many success stories such as DCPCU reporting 31 APMIS disruptions, 31 arrests, £162,000 asset freezing orders and £427,000 seized from a bank account believed to be money laundering.

PIPCU reported 42 SOC disruptions for Q4 alongside 8 arrests, £550,000 in noncash seizures and £614,000 in asset freezing orders as part of Op Henhouse 5.

PIPCU Officers executed warrants at a distribution warehouse in Lancashire uncovering counterfeit weight-loss drugs, including fake Ozempic, Mounjaro, and Retatrutide – an unauthorised product not approved for medical use.

Financial Disruptions

Eight defendants were convicted of money laundering from an ART investigation. This was related to receipts of funds from fake trade-in-submissions for Apple iPhones to EE's appointed recycling company. One defendant has been subject to a Compensation Order and the remaining confiscation investigations are on-gong.

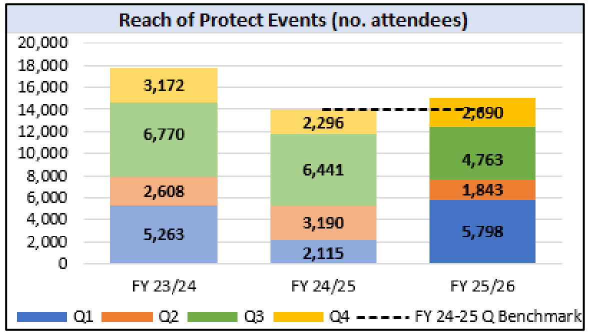
An ART confiscation investigation of Conspiracy to defraud, concluded with the following Orders being made against a nominal who had a criminal benefit of £1,417,139.18 and an available amount of £22,673.00 and another nominal who had a criminal benefit of £467,490.18 with an available amount of £1,562.30.

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

Protect People and Businesses

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		⇩



Protect Events

- Teams held **62** events in Q4, down 13% in comparison to Q4 24/25 **(-13)**
- **2,690** people attended these events up 17% from Q4 24/25 **(+394)**
- Activity peaked in February with **34** events & **1,717** attendees. Overall reach is reporting 8& above the benchmark (+1,052)

Response **Protect Events**

The Insurance Fraud Enforcement Department (IFED) have had a productive Q4, to which they visited the Bulgarian Embassy to share knowledge and intelligence about IFED and insurance fraud in the UK amidst the rise of insurance fraud in Bulgaria. IFED also delivered a case study on bringing fraudsters to justice entitled effectively utilising evidence to drive the quality of stakeholder investigations and referrals.

A visit the Metropolitan Police Service was also completed to advise around taxi insurance fraud, particularly a rise in fraudulent documentation.

The Police Intellectual Property Crime Unit (PIPCU) have focussed on highlighting the benefits of Public Private Partnerships and the significant benefits of cross border international investigations. PIPCU held meetings held with the Anti-Slavery Collective; Foreign Law Enforcement Community Group and the Scottish Anti-illicit Trade Group have led to stronger relationships and the development of campaigns targeting the most vulnerable in the Intellectual Property Crime Eco-system.

In the rapidly developing field of Digital Piracy, PIPCU have presented to International experts at the IPTV Taskforce and other Private industry parter groups which has strengthened relationships, garnered expertise and shared valuable information.

Working closely with the Intellectual Property Office (IPO), PIPCU have also assisted in presenting to delegations from South America, India, Pakistan and Uzbekistan, Sharing experience on international Intellectual Property investigations, techniques and best practice.

In Response

In 2024/25 NFIB Protect worked with the National Cyber Security Centre and Age UK on a project to deliver 'how to stay secure online' training to selected Age UK centres. A collaborative slide presentation was produced and shared with ROCUs to deliver within 16 Age UK areas. The project is continuing into 26/27 with an updated presentation being provided to the Regional Organised Crime Units (ROCU).

Report Fraud Protect have hosted continued professional development events which form a key part of our service and a survey asking the network for suggestions will be distributed. The first of these (on-line harm networks) presented by Dr. Benjamin Lee were delivered on two dates, 18th and 25th March with a total of 131 attendees.

There is ongoing work which continued to evaluate the results and effectiveness of Project Aegis. This a review of how fraud protect work was being carried out was undertaken. This is leading to a more focussed effort in the protect engagement and tactics to be undertaken. It is therefore likely that this will lead to lower volumes of engagement events in future quarters, but with a greater impact of the advice received.

For Q1, the CoLP Protect team will be collaborating with the Home Office in development of a standardised presentation aimed at the Charity/Civil Society Organisation sector which aims to promote fraud and cyber awareness at an organisational level. The project is still in the early scoping stages, with collaboration ongoing with the Home Office Crime directorate, Charity Commission, National ROCUs as well as the Charity Sector.

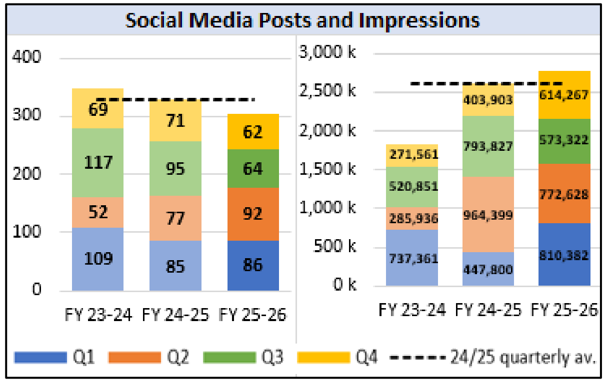
National Lead Force Fraud Operations: Includes National Fraud Squad Teams and Funded Units

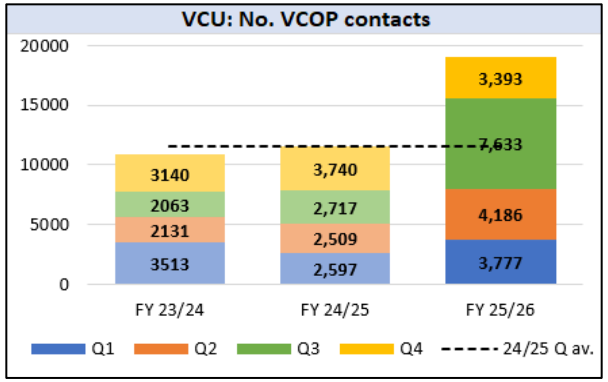
Protect People and Businesses

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:

B. Increase the number of social media posts and impressions		⇨
C. Increase the number of Victim Care Unit contacts		⇩





Social Media

Teams posted **62** messages on social media, down **9% (-9)** on Q4 24/25. The related impressions increased to **614,267**, up **52% (+210,364)** on Q4 24/25. Impressions are 6% over the 24/25 benchmark.

<u>Response</u> Social Media

Report Fraud launched the campaign 'Every Report Counts' and focused on romance fraud awareness for February. Activity from Report Fraud has been reduced for this quarter whilst focus remains on the Report Fraud launch.

Victim Care Unit

VCU was responsible for **17,772** victims in Q4 up **3% (+547**) victims since Q3 relating to **85** (+2) investigations. A total of 3,393 VCOP updates were issued, down **113% (-4,240)** from Q3. **20,527** victims received additional Protect advice

<u>Response</u> Victim Care Unit

As a result of a policy change at the start of the quarter, VCOP outreach hit 3,393 with a further 20,527 victims being offered one time protect advice, some being within the service however 18,400 victims were as part of Operation Queby on behalf of Romanian Police, who had an identified many UK victims for a crypto investment scam.

Social Media

PIPCU issued posts regarding an international operation targeting illegal streaming services with seven different countries. PIPCU have also issued several posts about Internet Protocol Television cases (ITVP), one notable in February, involving a 750k worth of IPTV servers being shut down.

The Insurance Fraud Enforcement Department (IFED) **IFED** activity peaked in January with an arrest regarding a male with a long history of fraud offences sentenced to two years in prison. IFED also collaborated on a joint investigation with the Metropolitan Police Service involving tens of thousands of potential victims affected by spoof insurance apps, this resulted in five arrests.

DCPCU (Dedicated Card and Payment Crime Unit) was mentioned on Radio Suffolk and praised by Giles Mason for the work DCPCU completed preventing 63 million pounds of fraud being stolen in 2025.

COLPS National Lead Force Operations Teams issued a press release regarding Operation Henhouse which was supported by Good Morning Britain covering a fraud ops warrant with Lord Hanson (Minister for Fraud). There have also been several press releases for Q4 involving several fraudsters such as a male who targeted other males on dating apps.

NLF also teamed up with The Traitors star Faraaz Noor to raise risk of Hajj related fraud, to which UK Muslims were being scammed when attempting to buy tickets to make the pilgrimage to Mecca.

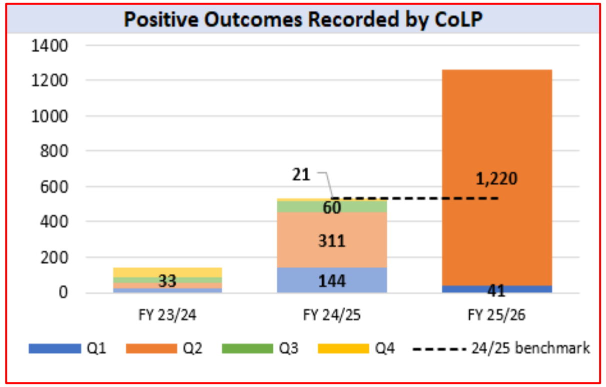
National Lead Force Fraud Operations: Includes National Fraud Squad Teams and Funded Units

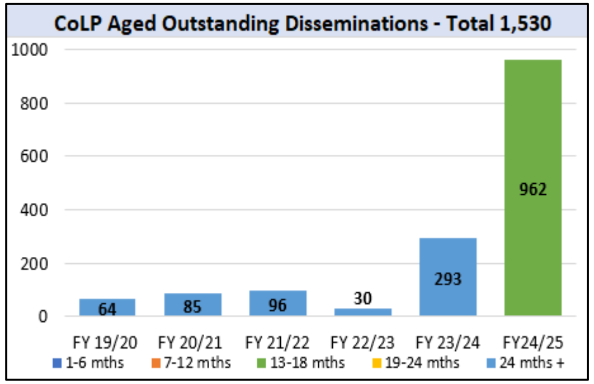
Improve Outcomes for Victims

We will increase the policing response and outcomes linked to NFIB / Report Fraud 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

- In Q4 CoLP teams recorded **14** positive outcomes and **1,464** no further action outcomes via the old outcome reporting methodology

It is not currently possible to establish total outcomes recorded in the quarter as the process for ensuring accurate recording and therefore reporting for both Pre and Post Report Fraud dissemination outcomes is still underway.

Outstanding Disseminations

- At the end of Q4, **1,530** disseminations from 19/20 to 24/25 were with CoLP teams awaiting outcomes
- This is **down 1% (-14)** for Q4 which is a reduction in outstanding outcomes, **this is positive**.
- It is not possible to include 25/26 disseminations in this measure yet.

Intensifications

Operation Henhouse was a fraud intensification coordinated by the NECC and CoLP, with intensified and coordinated PURSUE operational activity which took place throughout February. Data is still being collected and analysed by the NCA, however DCPCU have reported 31 arrests, £13,000 in cash seizures, £5,000 cryptocurrency seizures, £65,000 worth of listed assets, £10,000 value of ID printing equipment, £162,000 account freezing orders and £427,000 seized from a business account thought to be involved in money laundering.

Response

There are no upcoming intensifications or operations currently planned for Q1.

Response

Positive Outcomes

Work to identify recording of outcomes including refreshing the national guidance is underway and should allow for better reporting in future quarters for all outcome types.

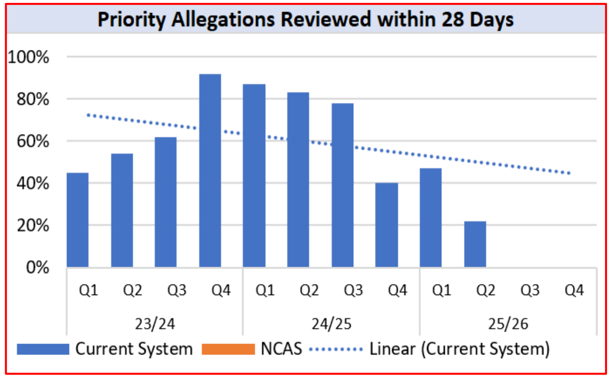
National Reporting Service: Includes Report Fraud Reporting Service, Analysis Service and Victim Services

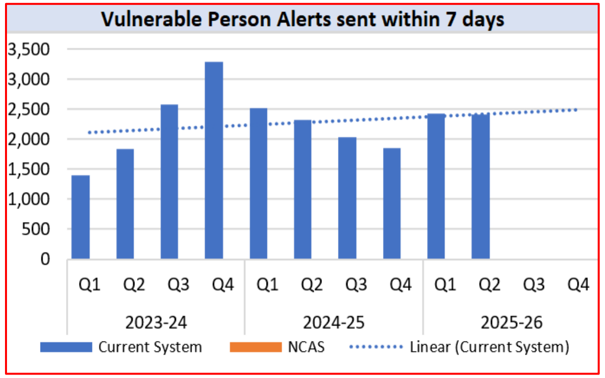
Proactively Pursue Offenders

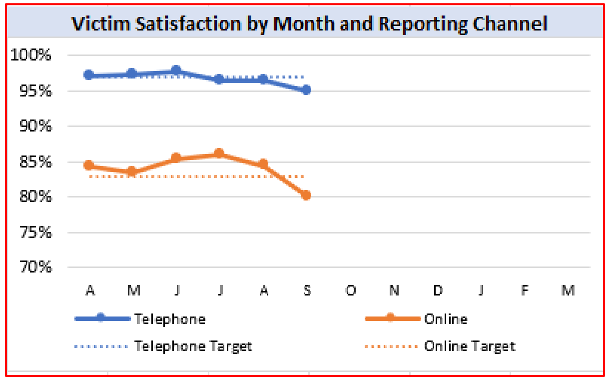
We will deliver the Fraud and Cyber Reporting and Analysis Service (FCCRAS) - including the ability to feedback intelligence into the system for further development and inclusion in intelligence packages. We will ensure intelligence is appropriately recorded and disseminated to assist with all 4P outcomes

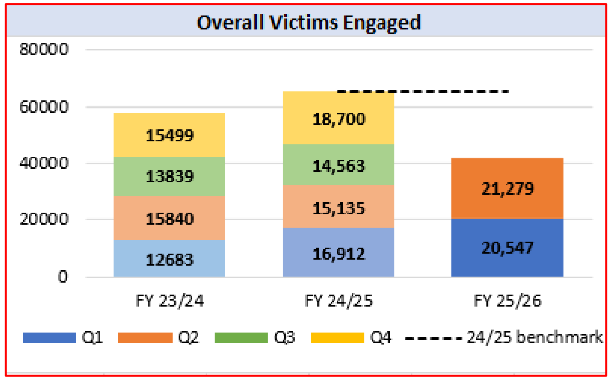
Success Measures:

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)









<u>Report Fraud - </u>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.

In the National performance report some information is provided about disseminations overall during the Q4 period.

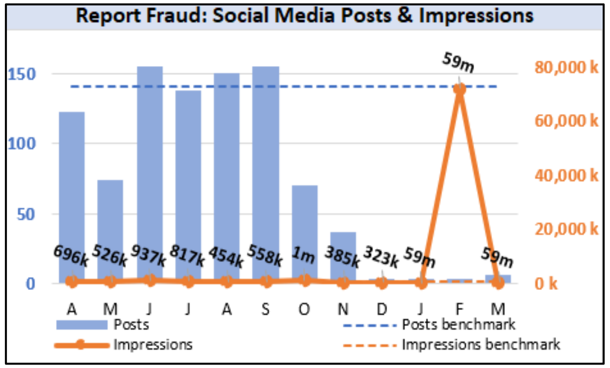
The Victim Satisfaction information is available within the new system however is not like for like the feedback has not significantly changed since Q3 in that people are positive about their initial experience with Report Fraud but are negative once an outcome is received.

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

Improve Outcomes for Victims

We will improve the policing response to fraud.
Report Fraud objectives will be added when the system launches.

Success Measures:		
A. Increase the number of Report Fraud social media posts and impressions		⇨
B. Increase the number of P&D disruptions		⇧



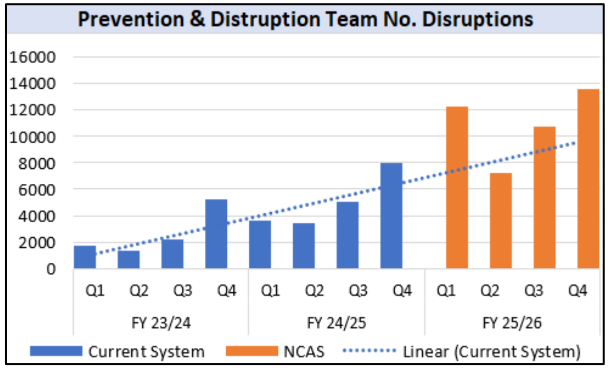
Report Fraud Social Media

- Report Fraud made **12** posts in Q4, down **89% (-98)** from Q3.
- The related impressions for these posts totalled **72,202,592** an increase of **4,029% (+70,453,783)** from the previous year

Response

Report Fraud Social Media

In January 2026, the new national service for reporting cyber crime and fraud, Report Fraud, launch with an advertising campaign with earned and paid for social media.
The City of London Police worked with a marketing agency to produce a paid campaign for the launch, as well as the addition of earned media such as work with influencers and other media opportunities during this time – this explains the vast increase in impressions for Report Fraud social media channels in Q4.



Preventions and Disruptions

- In Q4 the P&D team carried out **13,531** disruptions, an increase of 26% compared to Q3 **(+2,764)**.
- Disruptions included:
- **1,407** website disruptions
- **1,372** email account suspensions
- **100** telephone deactivations
- **10,582** proactive domain suspensions
- **70** social media account suspensions

Growth is particularly evident with website disruptions and email account suspensions since the team started to use the National Crime Analysis System (NCAS).

Response

Prevention & Disruption

Increased performance by the Prevention and Disruptions team in Q4, particularly in Proactive Domain suspensions (Horizon Scanning / Nominet Alerts) is a result of Having significant success in identifying fraudulent, unlicensed gambling domains being registered and working with Nominet to have them suspended. Identifying individual personas registering malicious domains on mass, and targeting all domains registered to such individuals

In relation to reactive disruptions, particular success has been achieved in identifying and disrupting large volumes of malicious websites operating fraudulent "investment" scams.

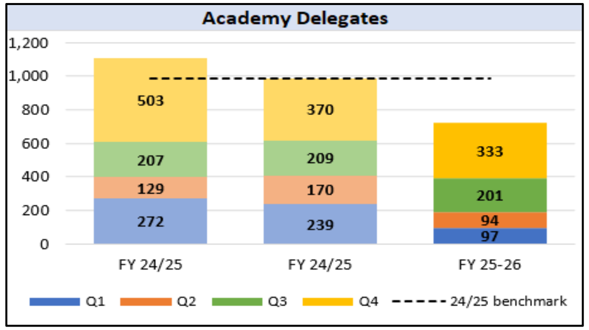
Economic Crime Police Headquarters: Includes Workforce Strategy, Economic Crime and Cyber Academy and Protect.

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		⇨



Academy

- In Q4 the ECCA held **28** courses, up **10% (+3)** from Q4 24/25
- At **333,** delegate numbers were down **10% (-37)** from Q4 24/25
- **94%** satisfaction was equal to Q4 24/25 and the benchmark

Response **Academy**

In Q4, the delivery of several Anti Money Laundering and Asset Recovery courses contributed to an increase in overall reach. A bespoke four-day training programme was also delivered in Bangkok, which received highly positive feedback from attendees.

Preparations has been made for the new financial year with the schedule of open courses planned, aligned to seasonal trends with bookings (e.g. a drop in Q1 as is seasonally seen).

Workforce Strategy

Highlights from prioritised workstreams under the National Policing People Strategy for Fraud, Economic and Cyber:

Direct Entry Detectives –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. 1 officer has resigned but all others are progressing and on their rotations. Cohort 2 - 8 CoLP officers started in March 2026. Cohort 3 - Planning underway with CoLP and partner forces (number TBC) to expand programme outside CoLP.

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.

Volunteers – Funding agreed through the Cyber portfolio for two secondments to lead the national programme. Candidates have passed vetting and awaiting formal start dates.

Association of Economic Crime Professionals (AECP). CoLP working with the Home Office to deliver a united community of skilled professionals across the public and private sectors, to protect society from economic crime, enabling staff to enjoy rewarding, long-term careers in the field.

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

The NCO are hosting two briefings in April with HMICFRS, Report Fraud Protect Team, ECPHQ and the Economic and Cyber Crime Academy to all forces.

This will pave the way to further host thematic workshops for attendance by all forces who have undertaken or are yet to undertake HMICFRS visits. Force visits are also predicted to continue as 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.

Visits have declined for Q4 (5 visits) due to a reduction in staff alongside others waiting for the HMICFRS reports from force inspections.